SAMSUNG

SMARTPHONE

User Manual

Please read this manual before operating your device and keep it for future reference.

Galaxy J7 Perx

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Special Features

Learn about your mobile device's special features.

Side Speaker

This device features the speaker on the side of the device.

Getting Started

Learn about your mobile device hardware, assembly procedures, and how to get started using your new device.

Introduction

The following topics describe the basics of using this guide and your new phone.

About the User Guide

Thank you for purchasing your new Samsung Galaxy J7 Perx. The following topics explain how best to use this guide to get the most out of your phone.

Before Using Your Phone

Read the Get Started guide and Important Information booklet that were packaged with your phone thoroughly for proper usage.

Accessible services may be limited by subscription contract conditions.

Descriptions in the User Guide

Note that most descriptions in this guide are based on your phone's setup at the time of purchase. Unless otherwise noted, instructions begin from the phone's home screen, which is displayed by pressing the **Home** key. Some operation descriptions may be simplified.

Screenshots and Key Labels

Screenshots and other illustrations in this user guide may appear differently on your phone. Key labels in the user guide are simplified for description purposes and differ from your phone's display.

Other Notations

In the user guide, the phone may be referred to either as "phone," "device," or "handset." A microSD™, microSDHC™, or microSDXC™ card is referred to as an "SD card" or a "memory card."

Get Support from My Account

You can also access support for your phone and service through the preloaded My Account app.

1. From a Home screen, tap **Apps** > **My Account**.

1. From the My Account main page, tap **My Account**.
2. Tap a topic to view its contents.

Set Up Your Device

Learn how to set up your device for the first time.

Assemble Your Device

This section helps you to assemble your device.

Remove the Back Cover

1. Remove the back cover.

2. Lift the cover up and to the left of the device.

Caution: When removing the back cover, use the slot next to the Volume key to gently lift the cover off. Pulling on the Speaker (located next to the Power button) may cause damage.

Warning: Do not bend or twist the back cover excessively. Using excessive force on the cover during removal or installation of an internal component can cause the material to break.

Install the SIM Card

When you subscribe to a cellular network, you are provided with a plug-in SIM card. During activation, your SIM card is loaded with your subscription details, such as your Personal Identification Number (PIN), available optional services, and other features.

Warning: Please be careful when handling the SIM card to avoid damaging it. Keep all SIM cards out of reach of small children.

► Carefully slide the SIM card into the SIM card slot.

- Make sure that the card's gold contacts face down into the device and that the card is positioned as shown.

Install an Optional Memory Card

You can install a microSD™ or microSDHC™ memory card (not included) to add more memory space to your device.

A memory card can be installed at any time. It is not necessary to install it prior to using the device.

► Slide the memory card into the slot with the gold contacts facing down.

Install the Battery

The battery is installed in the back of the device.

1. Insert the battery into the opening on the back of the device, making sure the connectors align.

2. Gently press down to secure the battery.

Replace the Back Cover

The back cover should be replaced before using the device.

1. Place the back cover onto the back of the device and press down.

2. Press along the edge of the back cover until you have a secure seal.

Charge the Battery

Your device is powered by a rechargeable, standard Li-Ion battery. A USB charger (charging head and USB cable) is included with the device for charging the battery from any standard outlet.

The battery comes partially charged. You can use the device while charging.

1. Insert the USB cable into the USB charger/ Accessory port.

Caution: Use only charging devices and batteries approved by Samsung. Samsung accessories are designed for your device to maximize battery life. Using other accessories may void your warranty and may cause damage.

2. Connect the USB cable to the charging head, and then plug the charging head into a standard outlet.
3. Unplug the charging head from the outlet and remove the USB cable from the device when charging is complete.

When to Charge the Battery

When the battery is low and only a few minutes of operation remain, the device sounds a warning tone at regular intervals.

In this condition, your device conserves its remaining battery power by dimming the screen.

When the battery level becomes too low, the device automatically turns off.

For a quick check of your battery level:

► View the battery charge indicator located in the top right corner of your device's display. A solid color ( ) indicates a full charge.

You can also choose to display a percentage value. Viewing a percentage value can provide a better idea of the remaining charge on the battery. For more information, see "Battery" on page 169.

While charging, the device and the charger may become hot when using wireless charging or fast charging. This does not affect the device's lifespan or performance and is in the device's normal range of operation.

The charger may stop charging if the battery becomes too hot.

If the device heats up while charging the battery:

1. Disconnect the charger from the device and close any running apps.
2. Wait for the device to cool down, and then begin charging the device again.
    - If the lower part of the device overheats, check for damage to the connected USB cable. Replace the damaged USB cable with a new Samsung-approved cable.
    - If using a wireless charger, do not place foreign materials between the device and the wireless charger.

Start Using Your Device

Turn Your Device On or Off

The instructions below explain how to turn your device on or off.

To turn the device on:

► Press and hold the **Power** key until the device turns on.

To turn the device off:

1. Press and hold the **Power** key until the Device options menu is displayed.
2. Tap **Power off**, and confirm if prompted.

Lock or Unlock Your Device

Use your device's screen lock features to secure your device.

By default, the device locks automatically when the screen times out.

To lock the device:

► Press the **Power** key.

The default Screen lock on your device is Swipe. To choose a more secure screen lock, see "Set a Screen Lock" on page 181.

To unlock the device:

► Press the **Power** key or **Home** key, and then drag your finger across the screen.

Restart the Device

If your device stops responding to taps or finger gestures and you are unable to turn it off, you can restart your device.

► Press and hold the **Power** key and the **Volume down** key at the same time for more than seven seconds.

Set Up Your Device

Use the Set Up Wizard

The first time you turn your device on, a Welcome screen is displayed. It guides you through the basics of setting up your device.

Follow the prompts to choose a default language, connect to a Wi-Fi® network, set up accounts, choose location services, learn about your device's features, and more.

Note: On the Welcome screen, there may be an Accessibility button. If you are visually impaired or hard of hearing, tap **Accessibility** to change the accessibility settings.

Google Account

Your new device uses your Google™ Account to fully utilize its Android™ features, including Gmail™, Google Duo, and the Google Play™ store.

When you turn on your device for the first time, set up your existing Google Account or create a new Google Account.

– or –

To create a new Google Account or set up your Google Account on your device at any time, use Accounts settings.

1. From home, tap **Apps** > **Settings**.
2. Tap **Accounts**.
3. Tap **Add account** > **Google**.

Factory Reset Protection

When you sign in to a Google Account on your device, Factory Reset Protection is turned on. Factory Reset Protection (FRP) prevents other people from using your device if it is reset to factory settings without your permission. For example, if your device is lost or stolen and a factory data reset is performed, only someone with your Google Account username and password can use the device.

You will not be able to access the device after a factory data reset if you do not have your Google Account username and password. For more information, see "Factory Data Reset" on page 177.

Caution: Before shipping your device back to Samsung or taking it to your nearest Samsung-authorized service center, you should remove your Google Account before resetting the device back to factory settings. For more information, visit: samsung.com/us/support/frp.

Enable Factory Reset Protection

Adding a Google Account to your device automatically turns on the Factory Reset Protection (FRP) security feature. For more information, visit: google.com.

Disable Factory Reset Protection

To disable FRP, remove all Google Accounts from the device.

1. From home, tap **Apps** > **Settings**.
2. Tap **Accounts** > **Google**.
   - If you have more than one Google Account set up on your device, tap the Google Account you want to remove.
3. Tap **More options** > **Remove account**.

Samsung Account

Create a Samsung account for access to Samsung content and apps on your device. When you turn on your device for the first time, set up your existing Samsung account or create a new Samsung account.

– or –

To create a new Samsung account or set up your Samsung account on your device at any time, use Accounts settings.

1. From home, tap **Apps** > **Settings**.
2. Tap **Accounts**.
3. Tap **Add account** > **Samsung account**.

Add an Email Account

Use the Email app to view and manage all your email accounts in one app.

When you turn on your device for the first time, set up your existing email account or create a new email account.

– or –

To create a new email account or set up your email account on your device at any time, use Accounts settings.

1. From home, tap **Apps** > **Settings**.
2. Tap **Accounts**.
3. Tap **Add account** > **Email**.

For more information on using Email, see "Email" on page 74.

Activation and Service

Before using your phone, you must set up your service with Virgin Mobile. You will need your phone's serial numbers (MEID and ICC ID). These numbers can be found on the phone's packaging.

For more information about your Virgin Mobile account, see "Virgin Mobile Account Information and Help" on page 208.

Create Your Account and Pick Your Plan

Set up your Virgin Mobile account.

1. From your computer, visit virginmobileusa.com and click **Activate**.
2. Choose an activation option and click **Next**. Then enter your zip code and click **Next**.
3. When prompted, enter the serial number (MEID) printed on the sticker located on the back of your phone in the battery compartment. This number can also be found on the bottom panel of the phone's package.

4. Follow the remaining instructions to choose your plan and select a payment method.
5. Follow the activation instructions below and you'll be able to start using your phone.

Activate Your Phone

After setting up your account on virginmobileusa.com, simply turn your device on. Your device is designed to activate automatically. If you are swapping from another Virgin Mobile device to a new one, be sure to turn off the old device before swapping the serial number (MEID). Once the MEID swap is complete, turn on the new device and the programming information will be pushed to your device automatically.

Set Up Voicemail

You can access your voicemail from a Home screen.

1. From home, tap **Apps** > **Voicemail**.
2. Follow the tutorial to create a password, record a greeting, and record your name.

For more information on voicemail, see "Voicemail" on page 126.

Learn About Your Device

Learn some of the key features of your mobile device, including the screens and icons, as well as how to navigate the device and enter text using the keyboard.

Front View

Microphone
Front camera
Volume keys
Recent apps
Home key
Earpiece
Proximity sensors
Power key
Back
SAMSUNG
Virgin Mobile
100%
12:45
Fri, April 14

- **Earpiece**: Listen to calls and automated prompts when using the phone.
- **Proximity sensors**: Detect when objects are close to the screen. For example, when you hold the phone to your ear while on a phone call, the sensors temporarily lock the screen to prevent accidental screen touches.
- **Power/Lock key**: Turn the phone or screen on or off, enable Emergency mode, or restart the phone.
- **Back key**: Returns you to the previous screen, or close a dialog box, options menu, the notification panel, or the keyboard.
- **Home key**: Returns you to the home screen.
- **Recent Apps key**: Access recently used apps.
- **Touchscreen**: Display information needed to operate your phone, such as the call status, the Contacts list, and the date and time. Also provides one-tap access to all of your features and applications.
- **Volume key**: Adjust the ringtone or media volume or adjust the voice volume during a call.
- **Front camera**: Takes pictures and records videos while facing the screen, and allows you to video conference.

Back View

Rear camera
Speaker
Flash
SAMSUNG
Headset jack
Microphone
USB charger/accessory port

- **Microphone**: Transmit your voice for phone calls or record your voice or ambient sounds for voice recordings and videos. There are two microphones, one on the top and one on the bottom.
- **Flash**: Help illuminate subjects in low-light environments when the camera is focusing and capturing a picture or video.
- **Rear camera**: Take pictures and videos.
- **USB charger/accessory port**: Connect the phone to the charger using a USB cable.
- **Headset jack**: Plug in a headset for convenient, hands-free conversations.
- **Speaker**: Play ringtones and sounds. The speaker also lets you hear the caller's voice in speakerphone mode.

Home Screen and Applications (Apps) List

Most of your phone's operations originate from the home screen or the Apps list.

1. From any screen press the **Home** key to display the home screen.
2. Tap **Apps** to display the Apps list.
3. Tap an app icon to launch the corresponding application.

For information about using the home screen, see "Home Screen Basics" on page 25.

Select Options and Navigate Screens

► Tap icons, keys, and other items to open or activate the assigned function.

- Tap **Back** to return to the previous screen.

Recent Applications

You can display a list of recently used applications using the Recent Apps key.

► Tap **Recent Apps** to view a list of recently used applications.

Phone Settings Menu

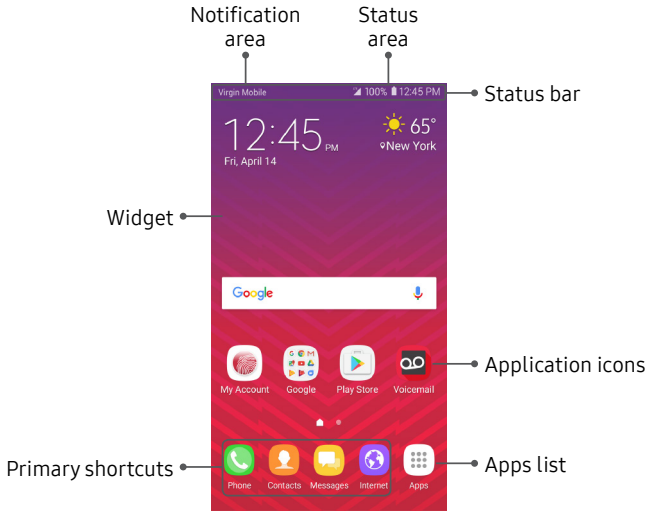
You can customize your phone's settings and options through the Settings menu.

► From home, tap **Apps** › **Settings**.

– or –

Pull down the status bar and tap **Settings**.

Your Phone's Home Screen



The following topics describe how to use and customize your phone's home screen, understand the status bar, and use the notification panel.

Home Screen Basics

The home screen is the starting point for your phone's applications, functions, and menus. You can customize your home screen by adding application icons, shortcuts, folders, widgets, and more.

- **Status area**: The status area of the status bar (on the right) displays phone and service status information such as signal strength, battery status, Wi-Fi and data connectivity, ringer status, and time.
- **Status bar**: The status bar displays icons to notify you of your phone's status (on the right side) and notifications (on the left side).
- **Widget**: Widgets are simple application extensions that run on your phone's home screen.
- **Application icons**: Application icons are shortcuts to favorite applications. You can add and remove these shortcuts as you wish.
- **Applications (Apps) list**: Tap to open the applications (apps) list. The Apps list icon is a primary shortcut available from all home screens.
- **Primary shortcuts**: Primary shortcuts are application shortcuts that appear in the same location on all of your phone's home screens. These are customizable except for the Applications (Apps) shortcut, which remains static.
- **Notification area**: The notification area of the status bar (on the left) displays notifications for incoming messages, missed calls, application updates, and more. Pull down the status bar to display the notification panel.

Tip: Press the **Home** key to return to the main home screen from any other screen.

Extended Home Screens

In addition to the main home screen, your phone features extended home screens to provide more space for adding icons, widgets, and more. Press the Home key to display the main home screen and then swipe the screen right or left to move from the main screen to an extended screen.

Additional screens are available in addition to the main home screen.

- If you are not already using the maximum number of screens for your phone, you can add more screens by touching and holding an empty space on a home screen, sliding the thumbnails to the left, and then tapping + **Add page**.
- While on an extended screen, press the **Home** key to return to the main home screen.

Customize Your Home Screen

Learn how to set the wallpaper and add, move, or remove shortcuts, widgets, and folders from the home screen.

Operations for Rearranging the Home Screen

- **Moving widgets and icons**: From home, touch and hold an item, and then drag it to the desired location.
- **Deleting widgets and icons**: From home, touch and hold an item, and then drag it to 🗑 **Remove**.
- **Displaying the home screen menu**: From home, touch and hold an empty space to display the home screen menu. Menu options include Wallpapers and themes, Widgets, and Screen grid settings. You also have the option to add or remove home screens.

Change the Wallpaper

Select and assign your phone's background wallpaper.

1. From home, touch and hold an empty space, and then tap **Wallpapers and themes**.
   - You can also access the wallpaper menu through settings. From home, tap **Apps** > **Settings** > **Wallpapers and themes**.
2. Tap an option to select the wallpaper, and then select:
   - **Home screen** to set the background wallpaper for your home screen.
   - **Lock screen** to set the wallpaper for your phone's lock screen.
   - **Home and lock screens** to set a wallpaper for both your home screen and your lock screen.
3. Tap **Set as wallpaper**.

Add Shortcuts to the Home Screen

You can add shortcuts for quick access to favorite apps from the home screen.

1. From home, tap **Apps**.
2. Touch and hold an app icon to select it.
3. Drag the icon to an empty location on the home screen.

Add Widgets to the Home Screen

You can add widgets to your phone's home screen. Widgets are simple application extensions that run on your phone's home screen. Unlike a shortcut, the Widget works like as an onscreen application. There are all kinds of widgets, including links to a specific contact, Internet bookmarks, Facebook status windows, Gmail and email accounts, and many others.

1. From home, touch and hold an empty space, and then tap **Widgets**.
2. Touch and hold a widget icon to select it.
3. Drag the icon to an empty location on the home screen.

Add Folders to the Home Screen

You can group home screen shortcuts into folders for convenient access.

1. From home, touch and hold a shortcut you want to place in a folder, and then drag it on top of another shortcut and release it.
2. Type a name, and then tap **Back**.
3. To add more app shortcuts to the folder, touch and hold a shortcut, and then drag it on top of the new folder.

Change Folder Names

Once you have added folders, you can change the name easily from the folder display.

1. From home, tap the folder to open it, and then tap the folder name.
2. Type a new name, and then tap **Back**.

Change the Folder Color

You can change the color of a folder.

1. From home, tap the folder to open it.
2. Tap **Palette** and select a color, and then tap **Back**.

Capture Screenshots

You can use your phone's power and home keys to capture screenshots.

► Press and hold the **Power/Lock** key and **Home** key at the same time to capture a screenshot of the current screen.

Status Bar

The status bar at the top of the home screen provides phone and service status information on the right side and notification alerts on the left. To view the notification panel or access the quick settings menu, pull down the status bar from the top of the screen.

Main Status Icons

	Bluetooth is active.
	GPS is active.
	Wi-Fi is active.
	Download of a file or app is in progress.
	Mute mode is enabled.
	Vibrate mode is enabled.

Main Status Icons

	Cellular network signal strength is displayed.
	Roaming network signal strength is displayed.
	The device is connected to a 3G wireless network.
	The device is connected to a 4G LTE™ wireless network.
	Airplane mode is active.
	Battery is charging.
	Battery is fully charged.
	Connected as a mobile hotspot.

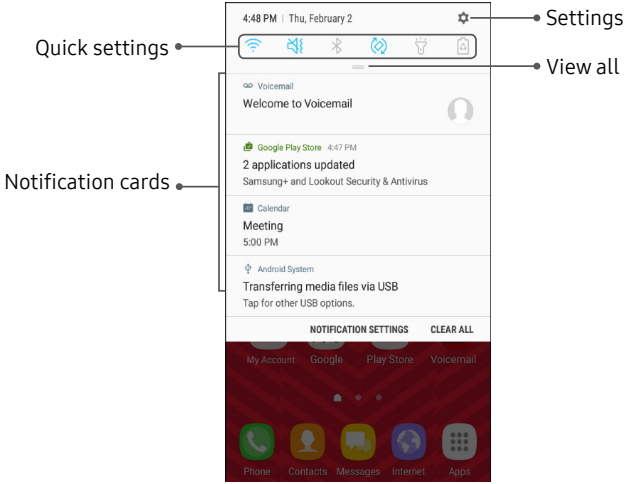
Main Notification Icons	
	A call has been missed.
	A call is on hold.
	New voicemail message has been received.
	New email has arrived.
	New Gmail has arrived.
	New text or MMS message.
	A calendar event is approaching.
	A USB connection is active.
	An alarm has been set.
	A new Emergency alert has arrived.

Main Notification Icons	
	An app update is available from the Google Play store.
	File is being uploaded or sent.
	An app update was successful.
	View additional notifications.

Note: Additional notification icons may appear. All notifications may be accessed through the notification panel.

Notification Panel

The notification panel gives you access both to notifications and the quick settings menu.



- **Settings**: Display the Settings screen.
- **Quick settings**: Quickly enable or disable a feature.
- **View all**: See all available Quick settings, adjust screen brightness, and more.
- **Notification cards**: View details about notifications.
- **Clear all**: Clear all notifications.

Open the Notification Panel

1. Pull down the status bar. (Slide your finger down from the top of the screen.)
2. Drag down **Expand** to display additional quick settings.

Close the Notification Panel

► Slide the notification panel up. (Slide your finger up from the bottom of the screen.)

– or –

Tap **Back** to close the notification panel.

Notification Panel Quick Settings

The Quick settings list at the top of the notification panel lets you quickly access frequently used settings options. Scroll left or right to display all available settings, and tap an icon to turn the selected feature on or off.

Navigation

Learn the basics for how to navigate through your device.

Touchscreen Navigation

Please note that a touch screen responds best to a light touch from the pad of your finger or a capacitive stylus. Using excessive force or a metallic object on the touch screen may damage the tempered glass surface and void the warranty.

Use the following motions and gestures on your touchscreen to navigate the device.

Tap

Lightly tap items to select or launch them.

- Tap the keyboard to enter characters or text.
- Tap an item to select it.
- Tap an app shortcut to launch the application.

Double-Tap

Lightly tap items twice to select or launch them.

- Double-tap an image to zoom in or out.

Touch and Hold

Touch and hold items on the screen to activate them.

- Touch and hold a widget on a Home screen to move it.
- Touch and hold a field to display a pop-up menu of options.

Swipe

Lightly drag your finger vertically or horizontally across the screen.

- Swipe the screen to unlock the device.
- Swipe the screen to scroll through the Home screens or menu options.

Drag

Touch and hold an item, and then move it to a new location.

- Drag an app shortcut to add it to a Home screen.
- Drag a widget to place it in a new location on a Home screen.

Pinch and Spread

Pinch the screen using your thumb and forefinger or spread by moving your fingers apart.

- Pinch the screen to zoom out while viewing a picture or a web page.
- Spread your fingers on the screen to zoom in while viewing a picture or a web page.

Common Options

The device uses basic command options to perform common actions.

- **More options**: Tap to view more menu options for a screen. This often allows you to select items to delete or share.
- **Delete**: Tap to select items to delete.
- **Share**: Tap to select items to share, and then choose a sharing method.
- **Edit**: Tap to customize the screen.
- **On/Off**: Tap to turn the option on ( ) or off ( ).
- **Checkbox**: Tap to enable or select. When enabled, a checkmark is displayed. You can often tap a checkbox at the top of the screen to select all.
- **Menu**: Tap to view available options for the field.

Enter Text

You can type on your phone using the touchscreen Samsung keyboard or Google voice typing.

Note: Keyboard layouts and options may change depending on where you are using them. For example, if you are entering text to do a Web search, a search icon may be available instead of an enter key.

Samsung Keyboard

Use the touchscreen Samsung keyboard for entering text. The keyboard appears automatically when you tap a text entry field, and can be used in either portrait or landscape mode. You can also use the Google voice typing option to enter text using your voice.

The Samsung keyboard offers a traditional QWERTY keyboard setup for entering text by tapping keys (like on a computer), along with enhancements and options that allow you to enter text faster and more accurately, such as continuous key input, personalized usage dictionaries, and more.

Assign Samsung Keyboard for Text Entry

If you have multiple text input methods installed on your device, you can select the Samsung keyboard to be your default text input method from Settings, or you can choose it at any time while entering text.

Note: The Samsung keyboard is the default text input method on your phone. Additional keyboards and input methods are available for download from the Google Play store.

1. From home, tap **Apps** > **Settings** > **General management** > **Language and input**.
2. Tap **Virtual keyboard** > **Manage keyboards**, and then tap **Samsung keyboard** to enable it.

Configure Samsung Keyboard

To customize Samsung keyboard:

1. From a Home screen, tap **Apps** > **Settings** > **General management** > **Language and input** > **Virtual keyboard**.
2. Tap **Samsung keyboard** for options.

Google Voice Typing

Use Google voice typing instead of the keyboard to enter text by speaking.

To enable Google voice typing:

1. Tap **Voice input** on the Samsung keyboard.
   - You may need to touch and hold **Options** to find it.
2. Speak your text.

Note: Tap **Settings** > **Languages** to download additional languages for use with Google voice typing.

Configure Google Voice Typing

To customize Google voice typing:

1. From a Home screen, tap **Apps** > **Settings** > **General management** > **Language and input** > **Virtual keyboard**.
2. Tap **Google voice typing** for options.

For more information, see "Language and Input" on page 174.

Tips for Editing Text

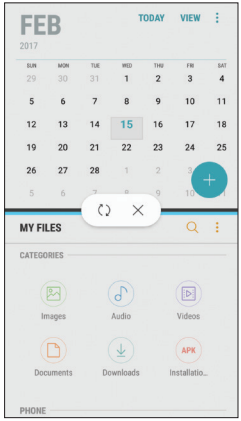
Your phone gives you many options to make entering text easier, including copying, cutting, and pasting. Touch and hold text to highlight it, and then select from the following options:

- **Cut**: Remove the selected text and save it to the clipboard.
- **Copy**: Copy the selected text to the clipboard.

- **Paste**: Insert the last copied or cut text into the current field.
- **Clipboard**: View and select items copied to the clipboard.
- **Share**: Send the text with others using a variety of sharing methods.
- **Select all**: Highlight all the text in the field.
- **Dictionary**: Look up a word in the installed dictionary. If a dictionary is not yet installed for the current language, you will be prompted to install an available dictionary.
- **Assist**: Launch the Google app to search for more information.

Multi Window

Multitask by using multiple applications at the same time.



Window Controls

Tap — **Window controls** in the middle of the window border for options.

	Switch windows: Switch locations between Multi window apps.
	Close app: Close the selected app.

Enable Multi Window

1. From a Home screen, tap **Apps** > **Settings**.
2. Tap **Advanced features** > **Multi window**.
3. Tap **Split screen view action** to enable this feature.

Use Multi Window

Apps that support Multi window display together on a split screen. You can switch between the apps and adjust the size of their display on the screen.

Multi window is not available for all apps.

1. From any screen, touch and hold **Recent apps**.
2. Tap two apps that support Multi window.

   – or –

   If you are currently using an app that supports Multi window, tap another app to add it in split screen view.

You can also launch recently used apps directly into Multi window view. Only applications that support Multi window have the Multi window icon.

1. Tap **Recent apps**.
   - Recently used apps that support Multi window have a **Multi window** icon in their title bar.
2. Tap **Multi window** in the title bar to launch an application in split screen view.
   - Other recently used apps that support Multi window display below the launched app.
3. Tap an app icon to add it to the split screen view.

Apps

Learn how to change the way apps are displayed, organize apps into folders, and uninstall or disable apps.

Using Apps

The Apps list displays all preloaded apps and apps that you downloaded. You can uninstall, disable, or hide apps from view.

Access Apps

You can access and launch all applications from the Apps list.

1. From home, tap **Apps**.
2. Tap an app's shortcut to launch it.
   - To return to the main Home screen, press the **Home** key.

Download and Install Apps

Find new apps to download and install on your device.

- **Play Store**: Download new apps from the Google Play store. Visit play.google.com/store/apps to learn more.
- **Galaxy Apps**: View and download Samsung apps that are optimized for use with Galaxy devices. Visit samsung.com/levant/apps/mobile/galaxyapps to learn more.

Uninstall or Disable Apps

You can uninstall or disable apps you download and install.

- Preloaded apps cannot be uninstalled.
- Apps that are disabled are turned off and hidden from view.

To uninstall or disable an app:

1. From home, tap **Apps**.
2. Tap **More options** > **Edit**. Apps that can be uninstalled or disabled display **Uninstall/disable** on their shortcut.
3. Tap **Uninstall/disable** and follow the prompts to either uninstall or disable the app.
4. Tap **Done** when finished.

To enable apps after disabling them:

1. From home, tap **Apps** > **Settings**.
2. Tap **Apps** > **Application manager**.
3. Tap **Menu** > **Disabled**, and then tap the app you want to enable.
4. Tap **Enable**. The app is displayed again in the Apps list.

Organize Apps

Arrange the Order

App shortcuts can be listed alphabetically or in your own custom order.

To change the order apps are listed:

1. From home, tap **Apps**.
2. Tap **More options** > **Edit**.
3. Touch and hold an app shortcut or folder, and then drag it to a new location.
4. Tap **Done** when finished.

To alphabetize your apps:

1. From home, tap **Apps** > **More options** > **Sort**.
2. Tap **Alphabetical order**.

Use Folders

You can organize App shortcuts in a folder on an Apps list screen.

1. From home, tap **Apps** > **More options** > **Edit**.
2. Touch and hold an app shortcut, and then drag it on top of another app shortcut until a highlighted box is displayed.
3. Release the app shortcut to create the folder.
   - **Enter folder name**: Name the folder.
   - **Palette**: Change the folder color.
   - **Add application**: Place more apps in the folder. Tap apps to select them, and then tap **Add**.
4. Tap anywhere outside of the folder to close it.
   - To add more apps, touch and hold an app shortcut and drag it to the folder.
5. Tap **Done** when finished.

To launch apps in a folder:

► Tap a folder, and then tap an app shortcut to launch it.

To delete a folder:

1. From home, tap **Apps** > **More options** > **Edit**.
2. Tap the folder to delete, and then tap **Remove folder**. Confirm when prompted.
3. Tap **Done** when finished.

To add a folder to a Home screen:

1. From home, tap **Apps**.
2. Touch and hold a folder, drag it to a Home screen, and then release it.

Apps Settings

View information and configure settings for all apps on your phone.

Access Apps Settings

1. From home, tap **Apps** > **Settings** > **Apps**.
2. Tap on an app to view and configure its settings.
    - Depending on the app and its location, you may be able to force the app closed, uninstall or disable the app, clear cache and data, and more.

Apps Overview

You can download and install new applications on your device. Use Apps settings to manage your downloaded and preloaded applications.

Warning: Because this device can be configured with system software not provided by or supported by Google or any other company, you operate this software at your own risk.

Application Options

1. From home, tap **Apps** > **Settings** > **Apps**.
2. If you have disabled applications:
    - Tap **All apps** at the top left of the screen.
    - Tap **All apps**, **Enabled**, or **Disabled**.
3. Tap **More options** to configure the following:
    - **Sort by size/name**: Sort apps either by size or by name.
    - **Default apps**: Choose or change apps that are used by default for certain features, like email or browsing the Internet.
    - **App permissions**: Grant permission for access to your device's information to individual apps.
    - **Show/Hide system apps**: Show or hide system (background) apps.

- **Special access**: Configure the following types of access for specific applications:
  - **Optimize battery usage**: Restrict functions in applications to save battery power.
  - **Device administrators**: Select apps for device administration.
  - **Do not disturb permission**: Allow apps to override Do not disturb.
  - **Apps that can appear on top**: Choose apps that can run on top of other running apps.
  - **VR helper services**: Choose apps that provide helper services for VR functions.
  - **Apps that can change system settings**: Select which apps can change system settings.
  - **Notification access**: Enable notification access for individual apps.
  - **Use Premium text message service**: Choose which apps can use installed premium text message services.
  - **Allow unrestricted data usage**: Permit apps to use mobile data without restriction.
  - **Usage data access**: Permit apps to access your usage data.
- **Reset app preferences**: Reset options that have been changed. Existing app data is not deleted.

Note: Options vary by application.

Manage Apps

You can view and update information about an application, including memory usage, default settings, and permissions.

1. From home, tap **Apps** > **Settings** > **Apps**.
2. Tap an application to view and update information about the application. The following options are displayed:
   - **Uninstall/Disable**: Uninstall or disable the application. Preloaded apps can only be disabled.
   - **Force stop**: Stop an app that is misbehaving. Restart your device if stopping an app, process, or service causes your device to stop working correctly.
   - **Mobile data**: View mobile data usage by the app.
   - **Battery**: View battery usage since the last full charge.
   - **Storage**: Manage the app's storage usage.
   - **Memory**: View the app's memory usage.
   - **Notifications**: Configure notifications from the app.
   - **Permissions**: View permissions granted to the app for access to your device's information.
   - **Set as default**: Set the app as a default for a certain category of apps.
   - **App details in store**: View details about an app in the app store it was downloaded from.

Default Applications

Set or clear default applications for certain built-in features of the phone.

1. From home, tap **Apps** > **Settings** > **Apps**.
2. Tap **More options** > **Default apps**.
3. Tap each default setting to see what services or applications are available to set as the default.

- **Browser app**: Choose a default browser app.
- **Calling app**: Choose a default calling app.
- **Messaging app**: Choose a default messaging (text and multimedia) app.
- **Default app selection**: Choose whether to have the phone set default apps automatically or to have the phone ask before setting default apps.
- **Set as default**: Select a different app to open related files.
- **Select which Home screen you want to use**: Choose a Home screen type.
- **Device assistance app**: Choose an app that provides assistance for using your device.

Note: If you choose a default messaging app other than Messages, you will not be able to use the Messages app unless you restore it as the default messaging app.

App Permission Settings

Configure settings and permissions for your phone's apps.

1. From home, tap **Apps** > **Settings** > **Apps**.
2. Tap **More options** > **App permissions**.
3. Tap an embedded device app to configure its settings and permissions.

Note: Available settings and permissions vary by app.

Calculator

The Calculator provides basic and advanced arithmetic functions.

Basic Operation

You can use your calculator to perform basic operations.

1. From home, tap **Apps** > **Calculator**.
2. Tap keys for calculations.

Tip: To use the scientific calculator, make sure **Auto rotate** is turned on (**notification panel** > **Auto rotate**) and rotate the screen to the landscape orientation.

Calendar

Use Calendar to create and manage events, meetings, and appointments. Your Calendar helps organize your

time and reminds you of important events. Depending on your synchronization settings, your phone's

Calendar stays in sync with your Calendar on the Web, Exchange ActiveSync calendar, Google Calendar™, and Outlook® calendar.

In order to sync with your Google calendar, you must sign in to a Google Account on your phone.
See "Google Account" on page 14.

Calendar Operations

- **View Today's Calendar**: From the Calendar, tap Today.
- **Change Calendar View**: From the Calendar, tap View, and then tap Year, Month, Week, Day, or Tasks to change the current view.
- **View Next/Previous Month (Month View)**: From the Calendar, swipe left or right.
- **View Next/Previous Week (Week View)**: From the Calendar, swipe left or right.
- **View Next/Previous Day (Day View)**: From the Calendar, swipe left or right.

Add an Event to the Calendar

Add events to your calendar directly from the Calendar application.

1. From home, tap **Apps** > **Calendar**.
2. Tap **Add**.
3. Enter an event title, start date/time, end date/time, etc., and then tap **Save**.

View Calendar Events

You can display the Calendar in daily, weekly, monthly, or agenda view. To change the Calendar view, tap the current view in the top right corner, and then tap **Year**, **Month**, **Week**, **Day**, or **Tasks**.

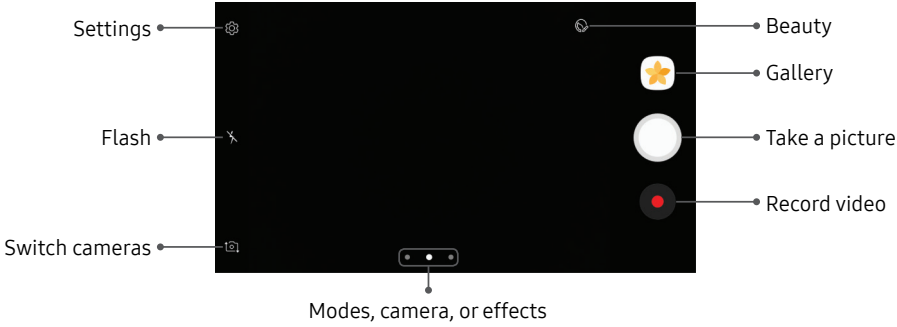
1. From home, tap **Apps** > **Calendar**.
2. Tap a date and then tap an event.
   - Tap the event to edit it.

Sync Calendars

You can select which calendars you would like to sync on your phone, along with what types of information you want to sync.

1. From home, tap **Apps** > **Calendar**.
2. Tap **More options** > **Manage calendars**.
3. Select sync options by sliding the selector next to each option.
4. Tap **Back** to return to Calendar view.

Camera and Video



Camera Overview

The camera's viewfinder screen lets you view your subject and access camera controls and options.

- **Portrait**: Adjust skin tone of faces.
- **Gallery**: View your picture or video in the Gallery application.
- **Capture picture**: Take a picture.
- **Record video**: Begin recording video.
- **Camera, Modes, or Effects**: Swipe right to change the shooting mode. Swipe left to add an effects filter.
- **Switch cameras**: Switch between the rear camera and the front camera.
- **Flash**: Activate or deactivate the flash. Toggle through flash options—on, auto, or off (rear camera only).
- **Camera settings**: Opens the camera settings menu and lets you change additional camera settings. See "Camera Settings" on page 56.

Camera Shortcut

Open the Camera by quickly pressing the **Home** key twice.

1. From home, tap **Apps** > **Settings**.
2. Tap **Advanced features** > **Quick launch camera**, and tap **On/Off** to enable.

Take Pictures and Record Videos

The following topics teach you how to take pictures and record videos with your phone's camera.

Capturing Pictures/Videos

- **File Format for Pictures**: File format for pictures is JPEG or RAW format.
- **File Format for Videos**: File format for videos is MPEG4.

Camera Cautions

- **If Lens Becomes Dirty**: Fingerprints/smudges on lens prevent capturing of clear still images/videos. Wipe lens with a soft cloth beforehand.
- **Avoid Exposure to Direct Sunlight**: Be careful not to expose lens to direct sunlight for long periods. May discolor color filter and affect color of images.

Flash Warning

Do not shine the flash close to eyes. Do not look directly at the flash when shining. Do not shine the flash at other people's eyes. May affect eyesight, etc.

Take a Picture

You can take high-resolution pictures using your phone's camera.

Note: If you have an SD card installed, pictures and videos are stored to the SD card. If no card is installed, pictures and videos are saved to your phone's memory.

1. From home, tap **Apps** > **Camera**.
2. Select options:
   - To add an effects filter, swipe to the left and tap a preview filter to apply it to the screen.
   - To add a shooting mode, swipe to the right and select a mode.
   - To quickly switch between the front and rear cameras, swipe the screen up or down.

3. Aim the camera at your subject.
4. Tap **Capture picture** to take the picture.

Record Videos

Record high-quality videos using your phone's video camera.

Note: If you have an SD card installed, pictures and videos are stored to the SD card. If no card is installed, pictures and videos are saved to your phone's memory.

1. From home, tap **Apps** > **Camera**.
2. Aim the camera at your subject, and then tap **Record**.
3. The following actions are available:
   - Tap **Capture** to take a picture while recording.
   - Tap **Pause** to pause recording.
   - Tap **Resume** to resume recording.
   - Tap **Stop** to stop recording.

Shooting Mode

Several visual effects are available. Some modes are not available when taking self-portraits.

1. From home, tap **Apps** > **Camera**.
2. Swipe to the right for the Mode options. Each section indicates which camera (front or rear) the modes are available for.

Rear camera

- **Auto**: Allow the camera to evaluate the surroundings and determine the ideal mode for the picture.
- **Pro**: Manually adjust the ISO sensitivity, exposure value, white balance, and color tone while taking pictures.
- **Panorama**: Create a linear image by taking pictures in either a horizontal or vertical direction.

- **Continuous shot**: Touch and hold the Camera button to take pictures continuously.
- **HDR (Rich tone)**: Enables the light sensitivity and color depth features of the device to produce a brighter and richer picture.
- **Night**: Use this to take photos in low-light conditions, without using the flash.
- **Sports**: Take clearer pictures of fast moving subjects.
- **Sound & shot**: Enrich your pictures by adding a few seconds of background sound.

Front camera

- **Selfie**: Take selfie shots and apply various effects, such as an airbrushed effect.
- **Wide selfie**: Take wide-angle selfie shots to fit more people into your pictures.
- **Sound & shot**: Enrich your pictures by adding a few seconds of background sound.

Camera Settings

You can adjust your camera's settings using the icons on the main camera screen and the full camera settings menu.

Switch Cameras

Your phone lets you use different types of cameras depending on your settings and downloads.

1. From home, tap **Apps** › **Camera**.
2. Tap **Switch cameras**.

   – or –

   Swipe the screen up or down.

Set Camera Functions

You can configure your camera's settings to fit any situation and event.

1. From home, tap **Apps** > **Camera**.
2. Tap **Settings** to configure settings for the Camera. Available options vary depending on the camera or recording mode used.

Rear camera

- **Picture size**: Select a resolution. Use higher resolution for higher quality. Higher resolution pictures take up more memory.
- **Video size**: Select a resolution. Use higher resolution for higher quality. Higher resolution videos take up more memory.

Front camera

- **Picture size**: Select a resolution. Use higher resolution for higher quality. Higher resolution pictures take up more memory.
- **Video size**: Select a resolution. Use higher resolution for higher quality. Higher resolution videos take up more memory.
- **Save pictures as previewed**: Save the self-portrait or self-recording as viewed on the camera screen, not as flipped images.
- **Ways to take pictures**:
  - **Tap to take pictures**: Tap the screen to take selfies.
  - **Gesture control**: Detect your palm and automatically take a picture two seconds later.

Common

- **Timer**: Take time-delayed pictures or videos.
- **Grid lines**: Display viewfinder grid lines to help composition when selecting subjects.
- **Location tags**: Attach a GPS location tag to the picture.

- **Review pictures**: Set to show pictures after taking them.
- **Quick launch**: Open camera by pressing the **Home** key twice in quick succession.
- **Storage location**: Select the memory location for storage. This option only appears if an optional memory card (not included) is installed.
- **Volume key function**: Use the Volume key as the camera key, the record key, or for system volume.
- **Shutter sound**: Enable or disable a shutter sound when pictures are taken.
- **Reset settings**: Reset the camera settings.

Clock

The Clock app offers features for keeping track of time and setting alarms.

1. From home, tap **Apps** > **Clock**.
2. Tap a tab to use a feature:
   - **Alarm**: Set an alarm to ring at a specific time.
   - **World clock**: View the time of day or night in other parts of the world. World clock displays time in hundreds of different cities, within all 24 time zones around the world.
   - **Stopwatch**: Measure intervals of time.
   - **Timer**: Use a timer to count down to an event based on a preset time length (hours, minutes, and seconds).

Alarm

Set an alarm to ring at a specific time.

Create an Alarm

Create an alarm event. You can set one-time or recurring alarms, and choose options for how to be notified.

1. From home, tap **Apps** > **Clock**.
2. Tap **Add alarm**.
3. Tap the following items to configure an alarm:
   - **Date**: Choose the day for this alarm.
   - **Time**: Set a time for the alarm.
   - **Repeat**: Choose when to repeat the alarm.
   - **Alarm name**: Enter a name for the alarm.
   - **Snooze**: Allow snoozing. Set interval and repeat values for the alarm while snoozing.

- **Alarm tone and volume**: Choose a sound to play for the alarm, and drag the slider to set the volume of the alarm.
- **Vibration**: Choose whether the alarm uses vibration alert.
- **Read time aloud**: Set the device to read the time aloud when the alarm rings.

4. Tap **Save** to save the alarm.

Delete an Alarm

You can delete an alarm that you created.

1. From home, tap **Apps** > **Clock**.
2. Find the alarm in the alarm list (under **Alarm**), and then touch and hold it to select it.
3. Tap **Delete**.

World Clock

The World clock lets you keep track of the current time in multiple cities around the globe.

To list a city on the main World clock screen:

1. From home, tap **Apps** > **Clock**.
2. Tap **World clock**.
3. Tap **Add city**.
4. Swipe through the list or tap **Search** to find a specific city.
5. Tap the city to add it to the World clock list.
6. Repeat to add more cities.

To remove a city from the main World clock screen:

1. From home, tap **Apps** > **Clock**.
2. Tap **World clock**.
3. Find the city to remove, and then touch and hold it to select it.
4. Tap **Delete**.

Stopwatch

The Stopwatch lets you time events down to a hundredth of a second.

1. From home, tap **Apps** > **Clock**.
2. Tap **Stopwatch** and use the following options:
   - **Start**: Begin timing.
   - **Stop**: Stop timing.
   - **Lap**: Keep track of lap times.
   - **Resume**: Continue timing after stopping the clock.
   - **Reset**: Reset the Stopwatch to zero.

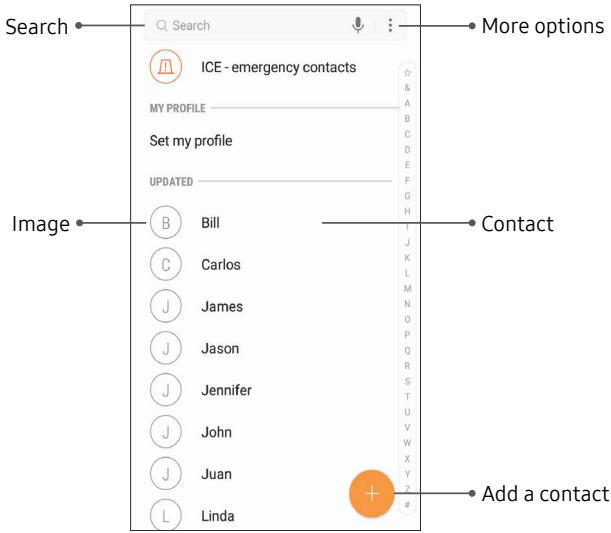
Timer

The Timer provides a countdown timer for up to 99 hours, 59 minutes, and 59 seconds.

1. From home, tap **Apps** > **Clock**.
2. Tap **Timer**.
3. Use the keypad and tap **Hours**, **Minutes**, and **Seconds** to set the length of the Timer. The following options are available:
   - **Start**: Begin the Timer.
   - **Pause**: Pause the Timer.
   - **Resume**: Resume the Timer.
   - **Cancel**: Stop the Timer.

Contacts

The following illustration shows your Contacts app layout and describes the various features.



The Contacts application lets you store and manage contacts from a variety of sources, including contacts entered and saved directly in your phone as well as contacts synchronized compatible accounts.

Caution: Information saved in Contacts may be lost or changed if the battery is removed for a long period or left uncharged. Accident or malfunction may also cause loss or change to information. It is recommended that you keep a separate copy of contacts and other important information. Virgin Mobile is not responsible for any damages from lost or changed contacts.

Add a Contact

You can add contacts from your phone's Contacts application. Enter details such as name, phone numbers, email addresses, mailing addresses, and more.

1. From home, tap **Apps** > **Contacts**.
2. Tap **Add** to add a contact.
3. If you have multiple account types associated with your phone, select a contact type.
   - Select **Google** if you want to save contacts to your Google Account; these will be synced automatically with your Google Account online.
   - Select **Device** as the sync account if you want your contacts on your phone only; they will not be synced with your Google Account.
   - Select **Samsung account** if you want to save contacts to your Samsung account; these will be synced automatically with your Samsung account online.
4. Use the keyboard to enter as much information as you want.
   - **Picture**: Tap the picture icon to assign a picture to the contact.
   - **Name**: Enter the name of the contact.
   - **Organization**: Enter organization information for the contact.

- **Phone**: Enter the phone number for the contact.
- **Email**: Enter email addresses for the contact.
- **Groups**: Assign the contact to a group.
- **More**: Show additional fields such as Web address, Notes, Nickname, Website, etc.
- **Scan business card**: Take a picture of a business card to add the information for the contact.

Note: To select a type (label) for a phone number, email address, or postal address (such as Mobile, Home, or Work), tap the type to the right of the field and select the appropriate type.

Note: To add more phone numbers, email addresses, etc., tap **Add** ⊕ on the right side of the entry field.

5. When you have finished adding information, tap **Save**.

Save a Phone Number

You can save a phone number to Contacts directly from the phone keypad.

1. From home, tap **Phone**.
2. Enter a phone number and tap **Add** ⊕ **Add to Contacts**.
3. To add the number to an existing contact, tap **Update existing**. To add a new contact, tap **Create contact**.
   - For an existing contact, tap the contact name and select a number type for the new number.
   - For a new contact, enter the name and any additional information.
4. Tap **Save**.

View Contacts

View a contact's details by displaying a contact entry.

1. From home, tap **Apps** > **Contacts**.
2. Tap a contact to view quick options.
   - Tap **Call** to dial the contact's default phone number.
   - Tap **Message** to send the contact a message.
   - Tap **Details** to view more information about the contact.

Edit a Contact

Once you have added a contact, you can add or edit any of the information in the entry, assign a caller ID picture, customize with a unique ringtone, and more.

1. From home, tap **Apps** > **Contacts**.
2. Tap a contact, and then tap **Details**.
3. Tap **Edit**.
4. Tap any field you want to change or add. See "Add a Contact" on page 63.
5. Add or edit the information, and then tap **Save**.

Delete a Contact

You can delete a contact from the contacts details page.

1. From home, tap **Apps** > **Contacts**.
2. Tap a contact, and then tap **Details**.
3. Tap **More options** > **Delete**.
4. Tap **Delete**.

Favorites

Marking contacts as favorites lists them at the top of the Contacts tab in the Phone app, allowing you to quickly access your most used or preferred Contacts entries.

Mark Contacts as Favorites

1. From home, tap **Apps** > **Contacts**.
2. Tap a contact, and then tap **Details**.
3. Tap **Favorite** to turn the star yellow.

Remove Contacts as Favorites

1. From home, tap **Apps** > **Contacts**.
2. Tap a contact, and then tap **Details**.
3. Tap **Favorite** to turn the star white.

Make a Call from Favorites

1. From home, tap **Apps** > **Contacts**.
2. Tap a contact to display it, and then tap **Call**.

Groups

You can use groups to organize your contacts. Your phone comes with preloaded groups, and you can create your own. You might create a group for your family, for coworkers, or a team. Groups make it easy to find contacts, and you can send messages to the members of a group.

Create a Group

1. From home, tap **Apps** > **Contacts**.
2. Tap **More options** > **Groups**, and then tap **Create**.
3. Tap fields to enter information about the group:
   - Tap **Group name** to enter a name for the new group.
   - Tap **Group ringtone** to select a ringtone for notifications for incoming calls from group members.
   - Tap **Add member**, select a member or members to add to the new group, and then tap **Done**.
4. Tap **Save** to save the new group.

Add Contacts to a Group

1. From home, tap **Apps** > **Contacts**.
2. Tap **More options** > **Groups**, and then tap a group.
3. Tap **Edit** > **Add member,** select a member or members to add to the new group, and then tap **Done**.
4. Tap **Save**.

Send a Message to a Group

You can send a message to members of a group, if the members have a telephone number stored in their contact record.

A message to multiple recipients is treated as a group conversation.

1. From home, tap **Apps** > **Contacts**.
2. Tap **More options** > **Groups**, and then tap a group.
3. Tap **More options** > **Send message**.
4. Tap **Recipients** to edit the group's members receiving the message.
5. Continue to enter your message and send it. For more information, see "Text and Multimedia Messaging" on page 91.

Send an Email to a Group

You can send an email to members of a group, if the members have an email address stored in their contact record.

1. From home, tap **Apps** > **Contacts**.
2. Tap **More options** > **Groups**, and then tap a group.
3. Tap **More options** > **Send email**.
4. Select recipients from the group's members.
5. Continue to choose an email account, or Gmail, and then enter your email and send it.

Delete a Group

You can delete any group you created. When removing a group, you will have the option to also remove any members of the group from your accounts.

1. From home, tap **Apps** > **Contacts**.
2. Tap **More options** > **Groups**, and then tap a group.
3. Tap **More options** > **Delete**, and then tap **Group only** to delete only the group, or **Group and members** to delete the group and all of its members.

Share a Contact

You can quickly share contacts using Bluetooth, email, Gmail, or text messaging.

1. From home, tap **Apps** > **Contacts**.
2. Tap a contact, and then tap **Details**.
3. Tap **Share**.
4. Tap **vCard file (VCF)** to share the contact as a vCard file, or tap **Text** to share the contact information in a text file.
5. Select a sharing method:
   - **Link sharing**: Send large files to others, even to people who are not in your Contacts (vCard only).
   - **Bluetooth**: Send the information using Bluetooth. See "Bluetooth" on page 134 for information on pairing and sending using Bluetooth.

- **Copy to clipboard**: Save the information to the clipboard (Text only).
- **Save to Drive**: Save the information to your Google Drive™ account.
- **Email**: Send the information as an email attachment. If prompted, select an email account. Address the message, add a subject and a message, and then tap **Send**. See "Create and Send an Email Message" on page 75 for details on sending email.
- **Gmail**: Send the information as a Gmail attachment.
- **Messages**: Send the information in a text message. Select a contact or enter a wireless phone number or email address, enter any additional information, and then tap Send. For more information on text messaging, see "Text and Multimedia Messaging" on page 91.
- **Messenger**: Send the information using the Google Messenger™ app.
- **Samsung Notes**: Save the information in Samsung Notes (Text only).
- **Wi-Fi Direct**: Send the information to another device using Wi-Fi Direct. See "Wi-Fi Direct" on page 133.

6. Complete the required steps as prompted for the selected method.

Profile Sharing

Share your profile information with your contacts. You can select which contacts you want to share it with, as well as select additional information you want to share.

1. From home, tap **Apps** > **Contacts**.
2. Tap **Set my profile**.
3. Tap **Profile sharing**, and then tap **On/Off** to enable the feature.

4. Set Profile sharing options:
    - **Share with**: Share your profile with the public, all contacts, your favorite contacts, or selected contacts.
    - **Shared profile info**: In addition to your name, status, and profile picture, you can share your email, organization, address, and date of birth.
    - **Back up profile data**: Back up and restore your profile using your Samsung account.
    - **Registered information**: View and set the registered information for your phone number.

Import Contacts

Your phone offers a couple of options for importing contacts from installed SD memory cards or external devices using USB.

Before Importing Contacts from an SD Card

You will need to have installed an SD card with previously backed up contacts information into your phone before you can import contacts. See "Memory Card (SD Card)" on page 171 for SD card information.

Import Contacts from an SD Card or USB Storage

1. From home, tap **Apps** > **Contacts**.
2. Tap **More options** > **Settings** > **Import/export contacts**.
3. Tap **Import** and follow the prompts to complete the import.

Back Up Contacts

If you are saving contacts to an account that does not automatically back them up to the Cloud, you can manually back them up to an optional installed SD card for re-import if needed.

Before Backing Up Contacts to an SD Card

You will need to have installed an SD card (not included) into your phone before you can back up your contacts. See "Memory Card (SD Card)" on page 171 for SD card information.

Back Up Contacts to Your SD Card

1. From home, tap **Apps** > **Contacts**.
2. Tap **More options** > **Settings** > **Import/export contacts**.
3. Tap **Export** and follow the prompts to complete the export.

Contacts Settings

Configure options for contacts stored on your phone.

1. From home, tap **Apps** > **Contacts**.
2. Tap **More options** > **Settings** to configure options.

Email

Use the Email application to send and receive email from your webmail or other accounts, using POP3 or IMAP, or access your ActiveSync account for your corporate email needs.

Set Up an Email Account

Your phone supports several types of email accounts and allows you to have multiple email accounts set up at one time.

Before setting up an email account, make sure you have the username (user ID), password, server name, etc., so you can get set up successfully.

1. From home, tap **Apps** > **Samsung** folder > **Email**.
2. Tap a configured Gmail account to use it with the Email app, or tap **Add new account** to add a different email account.
3. Follow the prompts to set up your Gmail or email account.

Add an Email Account

You can add several types of personal email accounts, such as POP3 and IMAP accounts, on your phone.

Add an Email Account from the Email App

You can add email accounts directly from the email app, even if you have another email account set up.

1. From home, tap **Apps** > **Samsung** folder > **Email**.
2. Tap **Menu** > **Settings**.
3. Tap **Add account**.
4. Follow the prompts to complete the account setup.

Add an Email Account from the Settings Menu

You can also set up email accounts from the **Settings** > **Accounts** menu.

1. From home, tap **Apps** > **Settings**.
2. Tap **Cloud and accounts** > **Accounts**.
3. Tap **Add account** > **Email**.
4. Enter the **Email address** and **Password** for the email account and then tap Sign in.
   - If you have custom settings you need to configure, tap Manual setup and enter your settings. These may include mail type, user name, password, server, security type, etc.
5. Select your sync settings, and then tap **Next**.
6. Enter an account name and a display name and tap **Done** to complete setup.

Important: If the account type you want to set up is not in the phone database, you will be asked to enter more details. You should get all pertinent information for the email account, such as incoming and outgoing server settings, before you proceed.

Add an Exchange ActiveSync Account

If you synchronize your phone with your Exchange ActiveSync account, you can read, manage, and send email in the same easy way as with a POP3/IMAP account. However, you can also access some powerful Exchange features.

Important: Before setting up a Microsoft Exchange ActiveSync Account, contact your company's Exchange Server administrator for required account settings information.

1. From home, tap **Apps** > **Settings**.
2. Tap **Cloud and accounts** > **Accounts**.

3. Tap **Add account** > **Microsoft Exchange ActiveSync**.
4. Enter the **Email address** and **Password** for the email account and then tap **Manual setup**.
5. Enter the required information:
   - **Domain\username**: Enter your network domain and username, separated by "\".
   - **Password**: Enter your network access password (case-sensitive).
   - **Exchange server**: Enter your system's Exchange server remote email address. Obtain this information from your company network administrator.
   - **Use secure connection (SSL)**: Tap to place a checkmark in the box if your system requires SSL encryption.
   - **Use client certificate**: Tap to place a checkmark in the box if your system requires certification.
6. Follow the prompts to configure options for the account.
7. Enter an account name and a display name and tap **Done** to complete the setup.

Create and Send an Email Message

Compose and send email using any account you have set up on your phone. Increase your productivity by attaching files such as pictures, videos, or documents to your email messages.

1. From home, tap **Apps** > **Samsung** folder > **Email**.
   - If you want to switch to a different email account, tap the account name at the top of the screen and select another account.
2. Tap **Compose new email**.

3. Enter the message recipient(s).
    - You can add multiple recipients to an email message.
    - To add recipients from Contacts, tap **Add from Contacts** , select the contact(s) you wish to include, and then tap **Done**.
4. Enter the email subject and message.
    - To add an attachment to the message, tap **Attach**, select an attachment type and an attachment, and then tap **Done**.
5. Tap **Send**.

Open Email Messages

You can open and read email messages directly from the email Inbox. Reading and replying to email on your phone is as simple as on your computer.

1. From home, tap **Apps** > **Samsung** folder > **Email**.
2. Tap the message you want to view.
3. Tap **Reply** or **Reply all** to reply to the message.

Tip: Tap the account name at the top of the Inbox to switch to a different email account.

Tip: You can also access new email messages from the notification panel. Pull down the status bar to display the notification panel, and then tap an email notification. The email Inbox will open and display the new email message.

Options When Reviewing Email Messages

- **Resetting mail as unread**: Touch and hold a message to select it, and then tap **More options** > **Mark as unread**.
- **Deleting email**: Touch and hold a message to select it, tap the check box on the left side of any other messages, and then tap **Delete**.
- **Syncing accounts manually**: Sync sent and received email messages manually at any time regardless of the automatic sync settings. Switch to the account you want to sync, and then swipe down.
- **Replying to email messages**: With an email message open, tap **Reply or Reply all** , compose your reply message, and tap **Send**.
- **Forwarding email messages**: With the email message open, tap **Forward**, enter a recipient and an additional message, and tap **Send**.

Delete an Email Account

You can delete an email account from your phone if you no longer wish to receive messages for the account on your phone.

1. From home, tap **Apps** > **Samsung** folder > **Email**.
2. Tap **Menu** > **Settings**.
3. Tap an account name, and then tap **Remove** > **Remove**.

Manage Your Email Inbox

Your email Inbox provides management options for viewing, sorting, and deleting your email messages.

View Your Email Inbox

1. From home, tap **Apps** > **Samsung** folder > **Email**.
2. Tap the email account at the top of the screen to select a different Inbox, or tap **All accounts** to see all your email Inboxes at once.

Refresh an Email Account

Whatever your automatic synchronization settings are, you can also synchronize your sent and received email messages manually at any time.

► While viewing the account you want to synchronize, swipe down.

Sort Email Messages

1. On the email account Inbox, tap **Sort by**.
2. Select from the options to sort email messages by date received, sender, read/unread, attachments, or priority.

Delete Email Messages

1. On the email account Inbox, touch and hold the message you want to delete.
   - Tap check boxes to select additional emails to delete.
2. Tap **Delete**.

Note: Depending on your settings, you may be prompted to confirm the deletion by tapping **Delete**.

Email Settings

Configure options for email accounts you set up on your phone.

General Email Preferences

1. From home, tap **Apps** > **Samsung** folder > **Email**.
2. Tap **Menu** > **Settings** to configure settings.
   - General email settings affect all email accounts.

Email Account Settings

► From the general settings menu above, tap an account name to access its settings.

Galaxy Apps

Samsung Galaxy Apps provides a quick and easy way to find and download free premium apps that are compatible with your Galaxy device.

A Samsung account is required to purchase and download apps.

To access the Samsung Galaxy Apps website:

► From home, tap Apps > **Samsung** folder > **Galaxy Apps**.

Gallery

Using the Gallery application, you can view pictures and watch videos that you have taken with your phone's camera or downloaded.

You can do basic editing such as rotating and cropping. You can also set a picture as your contact picture or wallpaper and share pictures with your friends.

While viewing pictures in the Gallery, scroll up the screen to view more albums. Simply tap an album to view the photos or videos in that album.

If you have downloaded any photos and videos, these will be placed in the All downloads album.

1. From home, tap **Apps** > **Gallery**.
2. From the main Gallery screen, you can use the following options:
   - Tap a picture or video to display it in full screen view.
   - Touch and hold thumbnails to select them (indicated by a checkmark).
   - Tap tabs along the top to change views. You can view by Pictures, Albums, or Stories.
   - Tap **More options** for other options. Available options depend on which Gallery screen you are viewing, and may include:
     - **Camera**: Launch the Camera to take pictures or record video.
     - **Edit**: Depending on the view, tap albums or items to select them. After selection, you can tap **More** again for options you can use with the selected item(s).
     - **Share**: Share albums, pictures, or videos.
     - **Animate**: Create an animation from several pictures.
     - **Collage**: Create a collage from several pictures.

- **Create album**: Create a new album in the Albums view.
- **Slideshow**: Create a slideshow from several pictures in the Stories view.

For more information about using Gallery, see "View Pictures and Videos" on page 82, "Edit Pictures" on page 83, and "Share Pictures and Videos" on page 84.

View Pictures and Videos

You can access and view all your stored pictures and videos from your phone's Gallery.

1. From home, tap **Apps** > **Gallery**.
2. Tap an album (such as **Camera**).
   - To select another album, tap **Back** to return to the Albums tab.
3. Tap an image to view the picture or video.
   - Tap a picture or video to view it full screen.
   - When viewing pictures and videos, you can touch and hold an image to open a selection menu and choose what to do with the picture or video.

Pictures and Videos: Review Screen

After capturing a picture or video, from the camera screen, tap the thumbnail image to see the item in the review screen. From there, you can access options such as save, view, send, or delete the picture or video.

Pictures and Videos: Options While Viewing

- **Zoom In or Out on a Picture or Video**: Tap the screen twice or pinch the screen to zoom in or out on a picture or video.
- **Viewing Videos**: Use the controls to play, pause, or stop the video playback.

After selecting an album from the Albums tab, you can browse through the pictures and videos of that album. Tap a picture or video to view it in full screen. By default, the pictures and videos in an album are displayed in grid view.

Note: When viewing pictures, you can touch and hold on a picture or video to open a selection menu and choose what to do with the picture or video.

Edit Pictures

Whether you are browsing pictures in filmstrip or grid view in the Gallery application, you can tap a picture to open a selection menu and choose to delete the picture, rotate or crop it, and more.

Rotate a Picture

The editing options let you rotate pictures 90 degrees clockwise. Repeat the action for additional rotations.

1. From home, tap **Apps** > **Gallery**.
2. Tap the picture you want to rotate.
3. Tap **More options** > **Rotate left** or **Rotate right**.

Edit Tools

Perform advanced edits on your pictures, including straightening, adjusting the tone, adding visual effects, and adding decoration.

1. From home, tap **Apps** > **Gallery**.
2. Tap the picture you want to edit.
3. Tap **Edit**.
4. Adjust your picture with these tools:
   - **Position**: Straighten, crop, and freely rotate your picture.
   - **Tone**: Adjust the brightness, contrast, saturation, temperature, and hue of the picture.
   - **Effects**: Add color effects to your picture.
   - **Decoration**: Apply other images, stickers, or labels to your picture.

5. After using an editing tool, tap **Apply** to apply the changes.
6. When you are finished editing the picture, tap **Save**.

Share Pictures and Videos

The Gallery application lets you send pictures and videos using email, multimedia messages, social networks, and more.

1. From home, tap **Apps** > **Gallery**.
2. Tap the pictures or videos you want to share.
   - To select multiple items, touch and hold an image to turn on multiple select. Tap all the items you want to include.
3. Tap **Share**, and then on the sharing menu, tap a sharing method.

Google Apps

Enjoy these apps from Google.

Certain apps require a Google Account. Visit google.com to learn more.

Chrome

Browse the Internet and bring your open tabs, bookmarks and address bar data from your computer to your mobile device.

► From home, tap Apps > **Google** folder > **Chrome**.

Visit support.google.com/chrome to learn more about Chrome.

Drive

Open, view, rename, and share your Google Docs™ and files.

► From home, tap Apps > **Google** folder > **Drive**.

Visit support.google.com/drive to learn more about Google Drive™.

Duo

Make one-to-one video calls.

► From home, tap Apps > **Google** folder > **Duo**.

Visit duo.google.com to learn more about Google Duo.

Gmail

Send and receive email with Gmail, Google's web-based email service. Before using Gmail, you must register a Google (Gmail) Account on your phone. See "Google Account" on page 14 for details.

► From home, tap **Apps** > **Google** folder > **Gmail**.

Visit support.google.com/mail to learn more.

Google

Search not only the Internet, but also the apps and contents of your device.

From home, tap **Apps** > **Google** folder > **Google**.

Maps

Find your current location and get directions and other location-based information.

► From home, tap **Apps** > **Google** folder > **Maps**.

Visit support.google.com/maps to learn more.

You must enable location services to use Google Maps™. For more information, see "Location" on page 145.

Photos

Automatically backs up your photos and videos to your Google Account.

► From home, tap **Apps** > **Google** folder > **Photos**.

Visit support.google.com/photos to learn more about Google Photos™.

Play Movies & TV

Watch movies and TV shows purchased from Google Play. You can stream them instantly or download them for viewing when you are not connected to the Internet. You can also view videos saved on your device.

► From home, tap **Apps** > **Google** folder > **Play Movies & TV**.

Visit play.google.com/store/movies to learn more.

Play Music

Play music and audio files on your device.

► From home, tap **Apps** > **Play Music**.

Visit support.google.com/music to learn more.

Play Store

Find new apps, movies and TV shows, music, books, magazines, and games in Google Play store.

► From home, tap **Apps** > **Play Store**.

Visit support.google.com/play to learn more.

YouTube

View and upload YouTube™ videos right from your device.

► From home, tap **Apps** > **Google** folder > **YouTube**.

Visit support.google.com/youtube to learn more.

Internet

Browse the Internet using a full-featured browser.

Use the Browser

Launching the browser is as easy as tapping an icon.

► From home, tap **Apps** > **Samsung** folder > **Internet**.

- You can also launch the browser by tapping a URL in a text message, email message, or Gmail message.

Browser Use Options

► Searching within a web page: With a web page displayed, tap **More options** > **Find on page**, and enter your search text.

Tip: To change the phone's default launch page to your current page, tap **More options** > **Settings** > **Homepage** > **Current page**.

Add a Bookmark

Bookmark favorite sites using the browser menu options.

1. From home, tap **Apps** > **Samsung** folder > **Internet**.
2. Navigate to the Web page you want to bookmark, and tap **More options** > **Add to Bookmarks**.
3. Check or change the bookmark title, URL, or more, and then tap **Save**.

Bookmark Options

- **Editing Bookmarks**: From the browser, tap **Bookmarks**, touch and hold a bookmark, tap **More options** > **Edit bookmark**, edit the bookmark, and then tap **Save**.
- **Deleting Bookmarks**: From the browser, tap **Bookmarks**, touch and hold a bookmark, and then tap **Delete**.

- **Show Saved Web Pages**: From the browser, tap **Bookmarks** > **Saved pages**, and then tap a saved page to open it.

View Browser History

Use the browser menu options to view your browsing history.

1. From home, tap **Apps** > **Samsung** folder > **Internet**.
2. Tap **Bookmarks**.
   - If you do not see **Bookmarks** , pull down the Web page to display the address bar.
3. Tap the **History** tab, and then tap an entry.

Open New Browser Tabs

Use tabbed browsing to switch between websites quickly and easily.

1. From home, tap **Apps** > **Samsung** folder > **Internet**.
2. Tap **Tabs**.
   - If you do not see **Tabs**, drag the Web page down to display the address bar.
3. Tap **New tab**.
   - To switch tabs, tap one of the available thumbnails in the tabs window.

Browser Settings

Configure your Browser settings.

1. From home, tap **Apps** > **Samsung** folder > **Internet**.
2. Tap **More options** > **Settings** to configure settings.

Messaging

With wireless service and your phone's messaging capabilities, you have the opportunity to share information through many different channels and accounts, including Gmail (Google), personal and corporate email, and text and multimedia messaging.

Text and Multimedia Messaging

With text messaging (SMS), you can send and receive instant text messages between your wireless phone and another messaging-ready phone. Multimedia messages, or MMS, can contain text and pictures, recorded voice, audio or video files, picture slideshows, contact cards (vCard), or appointments (vCalendar). See your service plan for applicable charges for messaging.

Send a Text Message

Quickly compose and send text messages on your phone.

1. From home, tap **Apps** > **Messages**.
2. On the Messages screen, tap **Compose new message**.
3. To add recipients, you can:
   - Enter phone numbers directly in the **Recipient** field. If you are sending the message to several phone numbers, separate the phone numbers with a comma. As you enter information, any matching phone numbers from your contacts list are displayed. Tap a match to enter that number or address directly.
   - Tap **Add from Contacts**, and then select the contacts to whom you want to send the message. You can also select contact groups as recipients. When you have selected all the message recipients, tap **Compose**.

4. Tap the **Enter message** field and then start composing your message.
5. When done, tap **Send** to send the text message.

Send a Multimedia Message (MMS)

When you need to add a little more to a text message, you can send a multimedia message (MMS) with pictures, voice recordings, audio or video files, contact cards (vCard), or appointments (vCalendar).

1. From home, tap **Apps** > **Messages**.
2. On the Messages screen, tap **Compose new message**.
3. To add recipients, you can:
   - Enter phone numbers directly in the **Recipient** field. If you are sending the message to several phone numbers, separate the numbers with a comma. As you enter information, any matching phone numbers from your contacts list are displayed. Tap a match to enter that number or address directly.
   - Tap **Add from Contacts**, and then select the contacts to whom you want to send the message. You can also select contact groups as recipients. When you have selected all the message recipients, tap **Compose**.
4. Tap the **Enter message** field, and then start composing your message.
5. Tap **Attach**.
6. In the Attach window, select from the following file attachments:
   - **Camera**: Take a new picture.
   - **Gallery**: Attach a picture from the Gallery app.
   - **Other**: Select from the following sources:
     - **Image**: Attach a stored picture. See "View Pictures and Videos" on page 82.
     - **Video**: Attach a stored video. See "Record Videos" on page 55.

- **Audio**: Attach a stored music file or voice recording.
- **Record audio**: Make a voice recording and attach it.
- **Samsung Notes**: Attach a note. See "Samsung Notes" on page 119.
- **Calendar**: Select the calendar event you want to attach. See "Calendar" on page 50.
- **Location**: Add your current location (requires GPS to be turned on) or a location you pick on a map to your message. See "Maps" on page 86.
- **Contacts**: Select a contact from your phone, and then select which contact information you want to attach. See "Contacts" on page 62.

7. Tap **Send** to send the MMS message.

Create a Slideshow

In a multimedia message, you can add slides, each containing a picture, video, or audio.

1. In the message you are composing, tap **Menu** > **Create slideshow** to add space for a new slide.
2. Tap the space for the slide.
3. To compose your slideshow, do any of the following:
   - **Add a picture**: Tap **Attach** > **Image** and select a picture.
   - **Add a video**: Tap **Attach** > **Video** and select a video. (You cannot add both a picture and a video on the same slide.)
   - **Add music or a voice recording**: Tap **Attach** > **Audio and select a file**.
   - **Add a new slide**: Tap **More options** > **Add slide**.
   - **View the next or previous slide**: Tap up or down.

- **Preview your slideshow**: Tap **More options** > **Preview**.
- **For more options**: Tap **More options** and select an option.

4. When you have finished composing the multimedia message, tap **Done** to end the slideshow, and then tap **Send**.

Tip: To compose a slide show, you can also simply attach multiple items separately to the MMS message. Tap **Attach** and select a file type, location, and file and then repeat it for additional slides. Your phone will automatically compile a slide show.

Save and Resume a Draft Message

While composing a text or multimedia message, tap **Back** to automatically save your message as a draft.

To resume composing the message:

1. From home, tap **Apps** > **Messages**.
2. Tap the message to resume editing it.
3. When you finish editing the message, tap **Send**.

New Messages Notification

Depending on your notification settings, the phone will play a ringtone, vibrate, or display the message briefly in the status bar when you receive a new text or multimedia message.

New message also appears in the notifications area of the status bar to notify you of a new text or multimedia message. The **Messages** app shortcut (if shown on the home screen) also displays the number of new messages.

- To open the message, pull down the status bar to open the notification panel. Tap the new message to open and read it. For more information on reading and replying to messages see "Manage Message Conversations" on page 95.

Manage Message Conversations

Text and multimedia messages that are sent to and received from a contact (or a number) are grouped into conversations or message threads in the Messages screen. Text or MMS conversations let you see exchanged messages (similar to a chat program) with a contact on the screen.

Read a Text Message

Do one of the following:

- On the Messages screen, tap the text message or conversation to open and read it.
- If you have a new message notification, pull down the status bar to open the notification panel. Tap the new message to open and read it.

To return to the Messages screen from a conversation, tap **Back**.

Note: If a message contains a link to a Web page, tap the message and then tap the link to open it in the Web browser.

Note: If a message contains a phone number, tap the message and then tap the phone number to dial the number or add it to your contacts.

View a Multimedia Message (MMS)

1. From home, tap **Apps** > **Messages**.
2. On the Messages screen, tap a multimedia message or conversation to open it.
3. Tap the attachment to open it.
   - If the attachment is a vCard contact, it is imported to your phone's contacts list. For more information, see "Contacts" on page 62.
   - If the attachment is a vCalendar file, you can choose the calendar where you want to save the event. For information on using Calendar, see "Calendar" on page 50.
4. To save the attachment to device memory or an SD card, touch and hold the attachment, and then tap **Save attachment** on the options menu.

Note: When Auto retrieve in MMS settings is disabled, only the message header is downloaded. To download the entire message, tap the **Download** button at the right side of the message.

Note: If you are concerned about the size of your data downloads, check the multimedia message size before you download it.

Reply to a Message

1. From home, tap **Apps** > **Messages**.
2. On the Messages screen, tap a conversation to open it.
3. Tap the text box at the bottom of the screen, enter your reply message, and then tap **Send**.

Note: To reply to a text message with a multimedia message, open the text message, and then tap either **Menu** > **Add subject** or **Attach**. The text message is automatically converted into a multimedia message.

Protect (Lock) a Message

You can lock a message so that it will not be deleted even if you delete the other messages in the conversation.

1. From home, tap **Apps** > **Messages**.
2. On the Messages screen, tap a conversation.
3. Touch and hold the message that you want to lock.
4. Tap **Lock** on the options menu. A lock icon is displayed at the right hand side of the message.

Delete Conversations

1. From home, tap **Apps** > **Messages**.
2. On the Messages screen, tap **More options** > **Edit**.
3. Select the conversations you want to delete.
4. Tap **Delete** and then tap **Delete** to confirm. Any locked messages will not be deleted.

Tip: You can also delete a conversation while you are viewing it. While viewing a conversation, tap **Menu** > **Delete** , and then tap **Delete** to confirm. If there are any locked messages in the conversation, you will be asked if you want to delete protected messages.

Delete a Single Message

1. While viewing a conversation, touch and hold the message that you want to delete.
    - If the message is locked, tap **Unlock** on the options menu and hold the message to display the options menu again.
2. Tap **Delete** on the options menu.
3. When prompted to confirm, tap **Delete**.

View Contact Information from a Message

When you have received a message from someone in your stored contacts, you can tap the contact's picture or icon in the conversation to open a menu of options. Depending on the stored contact information, you can view the contact details, place a phone call or send an email message to the contact, and more.

Messages Settings

The messages settings menu lets you control options for your text and MMS messages including message limits, size settings, and notifications.

1. From home, tap **Apps** > **Messages**.
2. Tap **More options** > **Settings** to configure settings.

My Files

Manage your sounds, images, videos, Bluetooth files, Android files, and other data in one convenient location using My Files.

To view files in My Files:

1. From home, tap **Apps** > **Samsung** folder > **My Files**.
2. Tap a category to view the relevant files or folders.
3. Tap a file or folder to open it.

Note: Different folders may appear depending on how your phone is configured.

File Groups

Files stored in the device are organized into the following groups:

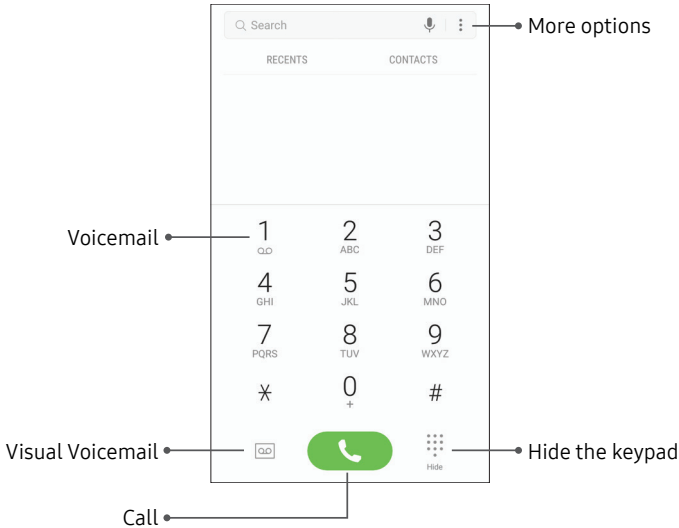
- **Recent files**: View recently saved files.
  - This only appears if one or more files have been accessed recently.
- **Images**: View image files.
- **Audio**: View audio files.
- **Videos**: View video files.
- **Documents**: View document files.
- **Downloads**: View all apps and files that have been downloaded to the device.
- **Installation files**: View installation files stored on the device.
- **Internal storage**: View folders and files located on the device.
- **SD card**: View folders and files located on the optional SD card (not included).

My Files Options

Use My File options to search, edit, clear file history, and more.

1. From home, tap **Apps** > **Samsung** folder > **My Files**.
2. The following options are available:
   - **Search**: Search for a file or folder.
   - **More options** : Tap for the following options:
     - **Manage storage usage**: Configure your storage settings.
     - **Settings**: Configure your My Files app settings.

Phone


Search
RECENTS
CONTACTS
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
*
0 +
#
Hide
More options
Voicemail
Visual Voicemail
Hide the keypad
Call

Place and Answer Calls

The following topics describe how to directly dial calls, how to answer incoming calls, and how to use the in-call screen options.

Adjust In-Call Volume

► **Adjusting call volume**: Press the Volume key up or down during the call.

Troubleshooting

Problem: Difficulty during call.

Solution 1: It may not be possible to make a call properly in a noisy location.

Solution 2: When calling using Speaker, check the call volume. Raising the call volume may make calling difficult.

Problem: Sound pops momentarily during a call.

Solution: Are you changing location while calling? Sound pops when signal is weak and the phone switches to a different area.

Call Using the Phone Dialer

The most "traditional" way to place a call is by using the phone's dialer screen.

1. From home, tap **Phone** to display the phone screen.
   - Tap **Keypad** if the keypad is not displayed.
2. Tap the number keys on the keypad to enter the phone number.
   - As you enter digits, Smart Dial searches for contacts that match. If you see the number you want to dial, tap it to place the call immediately without entering the rest of the number.
3. Tap **Dial** to call the number.
4. To end the call, tap **End**.

Call Emergency Numbers

You can place calls to 9-1-1 even if the phone's screen is locked or your account is restricted. To call the 9-1-1 emergency number when the phone's screen is locked with a screen lock:

1. From the lock screen, swipe **Phone**, and then tap **Emergency call**.
2. Tap **9-1-1**, and tap **Dial**.

To call the 9-1-1 emergency number normally or when your account is restricted:

1. Unlock the screen.
2. From home, tap **Phone**.
3. Tap **9-1-1**, and tap **Dial**.

Enhanced 9-1-1 (E 9-1-1) Information

This phone features an embedded Global Positioning System (GPS) chip necessary for utilizing E 9-1-1 emergency location services where available.

When you place an emergency 9-1-1 call, the GPS feature of your phone seeks information to calculate your approximate location. Depending on several variables, including availability and access to satellite signals, it may take up to 30 seconds or more to determine and report your approximate location.

Important: Always report your location to the 9-1-1 operator when placing an emergency call. Some designated emergency call takers, known as Public Safety Answering Points (PSAPs), may not be equipped to receive GPS location information from your phone.

Answer Phone Calls

The following information lets you know how to answer incoming calls, mute the ringer on incoming calls, reject incoming calls, and more.

When you receive a phone call from a contact, the Incoming call screen appears and displays the caller ID icon, name, and phone number of the calling party. When you receive a phone call from someone who is not stored in Contacts, only the default caller ID icon and phone number appear on the Incoming call screen.

Note: If your phone is turned off, all calls automatically go to voicemail.

Answer an Incoming Call

1. When a call arrives, slide **Answer** to the right to answer it.
2. To end the call, tap **End**.

Mute the Ringing Sound

To mute the ringer without rejecting the call, you can do either of the following:

- Press the **Volume** key down.
- Place the phone face down on a level surface.

Reject an Incoming Call

► When a call arrives, slide **Reject** to the left to reject it.

Reject a Call and Send a Text Message

You can reject an incoming call and automatically send a text message to the caller.

1. When a call arrives, slide **Send message** up from the bottom of the screen.
2. Tap one of the messages to send it to the caller.
   - You can edit the reject messages through the Call settings menu. From the phone app, tap **More options** > **Settings** > **Quick decline messages** and edit or create a reject message.

In-Call Screen Layout and Operations

While you are on a call, you will see a number of options.

In-Call Screen Layout

► Tap options to activate them during a call.

- **Add call**: Initiate a conference call (3-way call).
- **Merge**: Join two currently active calls (conference).
- **Extra volume**: Increase the call volume.
- **Bluetooth**: Route the phone's audio through a connected Bluetooth headset (On) or through the speaker (Off).
  - When the call is routed to a Bluetooth headset, the current call area shows the **Bluetooth call** icon.
  - To route the current call back to the phone, tap **Headset** to temporarily use the phone. Tap it again to route the call back to the connected Bluetooth headset.
- **Speaker**: Route the phone's audio through the speaker (On) or through the earpiece (Off).
  - Activate **Speaker** to route the phone's audio through the speaker. (You can adjust the speaker volume using the Volume key.)
  - Deactivate **Speaker** to use the phone's earpiece.

Warning: Because of higher volume levels, do not place the phone near your ear during speakerphone use.

- **Keypad/Hide**: Toggle the appearance of the onscreen keypad. Show the keypad to enter additional numbers, for example, an extension or access code.
- **Mute**: Mute the microphone during an active call. Tap again to unmute the microphone.

- **End** : End the current call.
- Tap **More options** during a call to display a list of additional in-call features:
  - **Add to Contacts**: Add the current caller to your Contacts list.
  - **View contact**: If the current caller is in your Contacts list, this option displays the current caller's contact information.
  - **Send message**: Send a text or multimedia message while remaining on the call.

Place a Call from Contacts

You can place phone calls directly from entries in your Contacts list.

1. From home, tap **Phone**.
2. Tap **Contacts** to display the Contacts list.
3. Tap a contact.
4. Tap **Call** next to the number you want to call.
5. To end the call, tap **End**.

Tip: You can also place a call directly from the Contacts list. Swipe the entry you want to call from left to right to place a call to the entry's primary number.

Call from Call Log

The call log list lets you quickly place calls to recent incoming, outgoing, or missed numbers.

1. From home, tap **Phone**.
2. Tap **Recents** to display the call log list.
3. Tap an entry to display options.
4. Tap **Call** to place a call.
   - For additional options, tap the name or number.
5. To end the call, tap **End**.

Voicemail

The following topics describe how to set up and use your phone's voicemail and visual voicemail features.

Voicemail Setup

Follow the instructions below to set up voicemail on your phone. Your phone automatically transfers all unanswered calls to your voicemail, even if your phone is in use or turned off.

1. From home, tap **Phone**.
2. Touch and hold the **1** key to dial your voicemail number.
3. Follow the system prompts to:
   - Create your passcode.
   - Record your name announcement.
   - Record your greeting.

Important: Voicemail Passcode – It is strongly recommended that you create a passcode when setting up your voicemail to protect against unauthorized access. Without a passcode, anyone who has access to your phone is able to access your voicemail messages.

Visual Voicemail

This topic describes the Visual Voicemail feature of your phone's service, as well as the steps required to set up Visual Voicemail on your phone.

About Visual Voicemail

Visual Voicemail gives you a quick and easy way to access your voicemail. Now, you can find the exact message you are looking for without having to listen to every voicemail message first. This feature periodically goes out to your voicemail, and gathers the caller information from all of the current voicemails. It then populates a list with the caller name and number, along with the length of time and priority level of the voicemail message.

Set Up Visual Voicemail

Setting up Visual Voicemail follows many of the same procedures as setting up traditional voicemail. You should set up your voicemail and personal greeting as soon as your phone is activated. Your phone automatically transfers all unanswered calls to your voicemail, even if your phone is in use or turned off.

Note: To set up your traditional voicemail box, see "Voicemail Setup" on page 107.

1. From home, tap **Apps** > **Voicemail**.

   – or –

   Tap **Phone** , and then tap **Voicemail** to access your Visual Voicemail.

2. Scroll through the **Welcome to Visual Voicemail introduction** screens to view a brief explanation of the visual voicemail services.

3. At the end of the welcome screens, a **Personalize your voicemail** prompt displays.
   - If prompted, grant Visual Voicemail permissions to access your phone, contacts, and so on.

4. Tap **Personalize** and follow the system prompts to:
   - Create a passcode (part of standard voicemail).
   - Record your name announcement.
   - Record your greeting.

Important: Voicemail Passcode – It is strongly recommended that you create a passcode when setting up your voicemail to protect against unauthorized access. Without a passcode, anyone who has access to your phone is able to access your voicemail messages.

Review Visual Voicemail

Visual Voicemail lets you easily access and select which messages you want to review.

1. From home, tap **Apps** > **Voicemail**.
2. Tap a message, and then tap **Play** to review it.
3. Tap **Back** to return to the voicemail inbox to review additional messages.

Visual Voicemail Options

Your Visual Voicemail options appear as icons at the bottom of the voicemail review screen.

1. From home, tap **Apps** > **Voicemail**.
2. The following options are available when viewing the voicemail Inbox.
   - **More options**:Access Search, Settings, and Help features.
     - **New Voice SMS**: Send a voice message to friends.
     - **New Avatar message**: Send an animated voice message to friends.
     - **Search**: Search your voice messages.
     - **Upgrade to Premium**: Subscribe to the premium Voice-to-Text transcription service. This service requires an additional monthly charge.
     - **Store**: Access the Visual Voicemail store to purchase avatars, backgrounds, and more.
     - **Help**: View help topics for Visual Voicemail.
     - **Settings**: Customize your Visual Voicemail settings.
3. Tap a message to review it. The following options are available while listening to voicemail messages.
   - **Call**: Dial the number the message came from.
   - **Reply**: Reply to the message using text or voice message.

- **More options**: Access Archive, Settings, and Help features.
  - **Delete**: Delete selected messages.
  - **Share**: Send the message using Wi-Fi Direct, social accounts, and so on.
  - **Archive message**: Save this message.
  - **Upgrade to premium**: Subscribe to the premium Voice-to-Text transcription service. This service requires an additional monthly charge.
  - **Help**: View help topics for Visual Voicemail.
  - **Settings**: Customize your Visual Voicemail settings.

4. Touch and hold a message to manage your messages. The following options are available:
   - **Delete**: Delete selected messages.
   - **More options**: Select additional options.
     - **Archive**: Save this message.
     - **Mark as Read**: Mark this voicemail as being read.
     - **Mark as Unread**: Mark this voicemail as not being read.

Configure Visual Voicemail Settings

The Visual Voicemail settings menu lets you access settings for notifications, pictures, greetings, and more.

1. From home, tap **Apps** > **Voicemail**.
2. Tap **More options** > **Settings**.
3. Select an option to change its settings:
   - **Avatar**: Configure you Avatar options.
   - **Display**: Change your voicemail message theme and enter a name to identify yourself to people when replying or forwarding messages.

- **Help/Info**: View help topics for using Visual Voicemail.
- **Preferences**: Change your Visual Voicemail application preferences.
- **Sound**: Change your sound/speakerphone options.
- **Updates**: Check for updates.
- **About Voicemail**: View information about the application.

Change Your Main Greeting Using the Voicemail Menu

Your main greeting can be changed directly using the Visual Voicemail system. This direct access saves you from having to navigate within the voicemail menu.

1. From home, tap **Apps** > **Voicemail**.
2. Tap **More options** > **Settings** > **Preferences** > **Personalize voicemail**.
3. Tap **OK** to connect to the voicemail system. Follow the prompts to change your current greeting.

Edit the Display Name Using the Voicemail Menu

From your Visual Voicemail menu, you can quickly change the name or number attached to your voice messages.

1. From home, tap **Apps** > **Voicemail**.
2. Tap **More options** > **Settings** > **Display** > **Display name**.
3. Tap the existing identification field and enter a new identifying name or number (used to identify you to recipients of your voice messages).
4. Tap **OK** to save your information.

Optional Calling Services

The following topics outline additional voice-related services available with your phone.

Caller ID Blocking

Caller ID identifies a caller before you answer the phone by displaying the number of the incoming call. If you do not want your number displayed when you make a call, follow these steps.

1. From home, tap **Phone**.
2. Tap *** 6 7**.
3. Enter a phone number.
4. Tap **Dial**.

To permanently block your number, call Virgin Mobile Customer Service.

Call Waiting

When you are on a call, Call Waiting alerts you to incoming calls by sounding two beeps. Your phone's screen informs you that another call is coming in and displays the caller's phone number (if it is available).

To respond to an incoming call while you are on a call:

► Slide **Answer** to the right. (This puts the first caller on hold and answers the second call.)

To switch back to the first caller:

► Tap **Swap**.

Note: For those calls where you do not want to be interrupted, you can temporarily disable Call Waiting by tapping *** 7 0** before placing your call. Call Waiting is automatically reactivated once you end the call.

Conference Calling

With conference calling, also known as 3-way calling, you can talk to two people at the same time. When using this feature, the normal airtime rates will be charged for each of the two calls.

1. On the Phone screen, enter a number and tap **Dial** (or place a call from Recents or Contacts).
2. Once you have established the connection, tap **Add call**, and dial the second number (or place the call from Recents or Contacts).
3. When you are connected to the second party, tap **Merge**. Your conference call is now in session.
4. To end the three-way call, tap **End**.

Note: If one of the people you called hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all callers are disconnected.

Call Forwarding

Call Forwarding lets you forward all your incoming calls to another phone number – even when your phone is turned off. You can continue to make calls from your phone when you have activated Call Forwarding.

Note: You are charged a higher rate for calls you have forwarded. To activate Call Forwarding:

1. From home, tap **Phone**.
2. Tap *** 7 2**.
3. Enter the area code and phone number to which you want your calls forwarded.
4. Tap **Dial**. You will hear a confirmation tone.

To deactivate Call Forwarding:

1. From home, tap **Phone**.
2. Tap *** 7 2 0**.
3. Tap **Dial**. You will hear a confirmation tone.

Call Settings

Your phone's Call Settings menu lets you configure your voicemail options and a number of other settings for the phone application.

Call Settings Options

Use the Call Settings menu to adjust the following settings:

- **Swipe to call or send messages**: Place a call to a displayed contact by swiping right. Send a message to a displayed contact by swiping left.
- **Contacts with numbers**: Show contacts with phone numbers and hide other contacts.
- **Block numbers**: Manage a list of automatically blocked phone numbers, and create or edit messages to block incoming calls.
- **Quick decline messages**: Compose or edit response messages to send when declining incoming calls.
- **Answering and ending calls**: Answer calls by pressing the Home key or using voice commands. End calls by pressing the Power/Lock key or using voice commands.
- **Show caller information**: Show the communication history and related information for each caller.
- **Call alerts**: Vibrate or play tones when calls are answered or ended. Alarms and notifications can be turned off during calls.
- **Ringtones and keypad tones**: Select or create your default ringtone, set the phone to vibrate when ringing, and play a tone when the dialing keypad is tapped.
- **More settings**:
  - **TTY mode**: Enable service on your phone.
  - **Hearing aids**: Improve the sound quality of your phone when using hearing aids.
  - **US dialing**: Replace + with the international dialing code, except when entering +1.

- **International dialing**: Enter the international dialing code automatically (only when US dialing is disabled).
- **DTMF tones**: Set the length of DTMF tones, which are used when pressing the keypad while on a call.

- **Voicemail**:
  - **Service provider**: View your service provider.
  - **Voicemail settings**: View your voicemail number.
  - **Alert sound**: Select your new voicemail alert sound.
  - **Vibrate**: Set the phone to vibrate when new voicemail arrives.
  - **Voicemail settings**: Set options for voicemail. See "Voicemail" on page 125.

Use the Call Settings Menu

1. From home, tap **Phone** > **More options** > **Settings**.
2. Configure your options.
   - Tap a menu item to display its options.
   - Select your options and follow the prompts to set them.

TTY Mode

A TTY (teletypewriter, also known as a TDD or Text Telephone) is a telecommunications device that allows people who are deaf, hard of hearing, or who have speech or language disabilities, to communicate by telephone.

Your phone is compatible with select TTY devices. Please check with the manufacturer of your TTY device to ensure that it supports digital wireless transmission. Your phone and TTY device will connect using a special cable that plugs into your phone's headset jack.

If this cable was not provided with your TTY device, contact your TTY device manufacturer to purchase the connector cable.

To turn TTY Mode on or off:

1. From home, tap **Phone** > **More options** > **Settings**.
2. Tap **More settings** > **TTY mode**.
3. Tap **TTY Full**, **TTY HCO**, or **TTY VCO** to turn TTY mode on.

   – or –

   Tap **TTY Off** to turn TTY mode off.

Note: When enabled, TTY mode may impair the audio quality of non-TTY devices connected to the headset jack.

Warning: 9-1-1 Emergency Calling

It is recommended that TTY users make emergency calls by other means, including Telecommunications Relay Services (TRS), analog cellular, and landline communications. Wireless TTY calls to 9-1-1 may be corrupted when received by public safety answering points (PSAPs), rendering some communications unintelligible. The problem encountered appears related to TTY equipment or software used by PSAPs. This matter has been brought to the attention of the FCC, and the wireless industry and the PSAP community are currently working to resolve this.

S Health

Use S Health to plan, track, and manage your health goals and activities, including exercise, sleep, and meals.

Caution: The information gathered from this device, S Health, or related software is not intended for use in the diagnosis of disease or other conditions, or in the cure, mitigation, treatment or prevention of disease.

The accuracy of the information and data provided by this device and its related software, including heart rate readings, may be affected by factors such as environmental conditions, skin condition, specific activity performed while using/wearing the device, settings of the device, user configuration/user-provided information, placement of the sensor on the body, and other end-user interactions.
For more information on proper wear and use, see samsung.com/us/heartratesensor.

To access S Health:

1. From home, tap **Apps** > **Samsung** folder > **S Health**, and read and accept the terms and conditions.
2. Set up your health profile and goals.

Before You Start Exercising

This app can be used to monitor your exercise. While moderate physical activity, such as brisk walking, is safe for most people, health experts suggest that you talk with your doctor before you start an exercise program, particularly if you have any of the following conditions:

- Heart disease;
- Asthma or lung disease;
- Diabetes, or liver or kidney disease;
- Arthritis.

You should also check with your doctor if you have symptoms suggestive of heart, lung, or other serious disease, such as:

- Pain or discomfort in your chest, neck, jaw, or arms during physical activity;
- Dizziness or loss of consciousness;
- Shortness of breath with mild exertion or at rest, or when lying down or going to bed;
- Ankle swelling, especially at night;
- A heart murmur or a rapid or pronounced heartbeat;
- Muscle pain when walking upstairs or up a hill that goes away when you rest.

Finally, the American College of Sports Medicine recommends that you see your doctor before engaging in vigorous exercise if two or more of the following apply:

- You are a man older than age 45 or a woman older than age 55;
- You have a family history of heart disease before age 55;
- You smoke or quit smoking in the past six months;
- You have not exercised for three months or more;
- You are overweight or obese;
- You have high blood pressure or high cholesterol;
- You have impaired glucose tolerance, also called prediabetes.

When in Doubt — Check It Out

If you are unsure of your health status, have several health problems, or are pregnant, you should speak with your doctor before starting a new exercise program. Working with your doctor ahead of time is a good way to plan an exercise program that is right and safe for you. Consider it the first step on your path to physical fitness.

Samsung Notes

The Samsung Notes app helps you create, edit, and manage all the notes on your phone. Sign in to your Samsung account to access your notes in Samsung Notes from any device.

With Samsung Notes, create content by typing, writing, drawing, and even recording voice, video, or taking pictures. Templates are provided to make content creation easy and help keep things organized.

Compose a Note

You can create notes using the Samsung Notes app.

1. From home, tap **Apps** > **Samsung Notes**.
2. Tap **Create** and type a note. Available options include:
   - **Text**: Use the keyboard to type text.
   - **Pen**: Use the pen tool to write text with your finger or a stylus.
   - **Brush**: Create a drawing.
   - **Image**: Insert an image into the note.
   - **Voice**: Use your voice to insert text into the note.
3. Tap **Save** when finished.

Edit Notes

You can make edits to notes you create.

1. From home, tap **Apps** > **Samsung Notes**.
2. Tap a note to view it.
3. Tap the content and make edits.
4. When you are finished, tap **Save**.

Browse Notes

You can browse notes you create.

1. From home, tap **Apps** > **Samsung Notes**.
2. Browse note entries by swiping up or down.
3. To search for a note, tap **Search**.

Notes Options

You can edit, share, or manage notes.

1. From home, tap **Apps** > **Samsung Notes**.
2. While browsing notes, tap **More options** for the following options:
   - **Edit**: Select notes to share, delete, or move.
   - **Sort by**: Change the way notes are organized.
   - **List/Grid view**: Switch between List view and Grid view.
   - **Settings**: View settings for the Samsung Notes app.

Samsung+

Get live help, discover new features, and unlock promotions for your Samsung device.

► From home, swipe up to access **Apps**, and then tap **Samsung** folder > **Samsung+**.

Visit samsung.com/us/samsung-plus to learn more.

Secure Folder App

Lock your private content and apps to enhance security. You must sign in to your Samsung account to use Secure Folder.

1. From home, swipe up to access **Apps**, and then tap **Samsung** folder > **Secure Folder**.
2. Follow the prompts to set up a sign in to your Samsung account, set a secure screen lock, and configure other settings.

For more information, see "Secure Folder Settings" on page 183.

Virgin Mobile Apps

Enjoy these apps from Virgin Mobile.

Certain apps require a data plan or paid subscription. Visit virginmobileusa.com to learn more or contact your service provider for additional information.

1Weather

Receive real-time local weather information at any location in the world. Access seven-day and hourly weather forecasts for your area.

► From home, tap **Apps** › **1Weather**.

Amazon

Shop at amazon.com™ from your device.

► From home, tap **Apps** › **Amazon** folder › **Amazon Shopping**.

Amazon Kindle

Download books for reading right on your device. You must have an account with Amazon to use the Kindle application.

► From home, tap **Apps** › **Amazon** folder › **Amazon Kindle**.

Amazon Music

Purchase, download, and play music from Amazon.

► From home, tap **Apps** › **Amazon** folder › **Amazon Music**.

App Spotlight

Use App Spotlight to discover new apps from the Google Play store.

► From home, tap **Apps** › **App Spotlight**.

Audiobooks

Access audible.com's library of audiobooks in every genre.

► From home, tap **Apps** > **Amazon** folder > **Audiobooks**.

Caller ID

See who is calling, even if the caller is not in your contact list.

► From home, tap **Apps** > **Caller ID**.

DraftKings

Play daily fantasy sports against other users with DraftKings.

► From home, tap **Apps** > **DraftKings**.

Facebook

Keep up with friends and family with the Facebook app. Share updates, photos, and videos, as well as text, chat, and play games.

► From home, tap **Apps** > **Facebook**.

Instagram

Capture and share photos and videos with your friends. Customize what you capture, and then share it on your feed or post it directly to your friends.

► From home, tap **Apps** > **Instagram**.

Messenger

Reach out to your friends and family with Facebook Messenger, which works just like texting. A data plan is required to use Messenger.

► From home, tap **Apps** > **Messenger**.

NextRadio

Listen to your favorite FM radio stations on the go with NextRadio. Tune in to any FM frequency in your area and listen to the radio without the cost of streaming music.

► From home, tap **Apps** > **NextRadio**.

Note: To listen to radio from your device, you must plug in either headphones or a speaker cable to the headphone jack on bottom of the device. To listen through the device's speaker (after plugging in headphones), tap **More options** > **Output to speaker**.

Playphone

Use Playphone to discover and purchase new games. Recommend games to others.

► From home, tap **Apps** > **Playphone**.

Prime Photos

Store your photos on Amazon's cloud server

► From home, tap **Apps** > **Prime Photos**.

Texture

Get unlimited access to all the best digital magazine subscriptions with Texture®.

► From home, tap **Apps** > **Texture**.

Uber

Use Uber to hire a private driver in more than 130 cities and 30 countries. Uber is an entirely new and modern way to travel.

► From home, tap **Apps** > **Uber**.

Voicemail

Easily manage your inbox without ever dialing into your voicemail.

► From home, tap **Apps** > **Voicemail**.

Settings

Configure your device's connections and settings, add accounts, and customize Home screens, apps, and features.

How to Use Settings

Access Settings

There are a couple of ways to access your device settings.

► From home, tap **Apps** > **Settings**.

– or –

Drag down from the Status bar to display the Notification panel, and then tap **Settings**.

Search for Settings

If you are not sure exactly where to find a certain setting, you can use the Search feature.

1. From home, tap **Apps** > **Settings**.
2. Tap **Search**.
   - Enter a word or words in the **Search** field. As you type, settings that match display on the screen.
   - Tap an entry to go to that setting.

Connections

Manage connections between your device and a variety of networks and other devices.

Wi-Fi

Wi-Fi provides wireless Internet access over distances of up to 300 feet. To use your phone's Wi-Fi, you need access to a wireless access point or "hotspot."

The availability and range of the Wi-Fi signal depends on a number of factors, including infrastructure and other objects through which the signal passes.

Turn Wi-Fi On and Connect to a Wireless Network

Use the Wi-Fi settings menu to enable your phone's Wi-Fi radio and connect to an available Wi-Fi network.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Wi-Fi**.
3. Tap **On/Off** to turn Wi-Fi on.
   - To disable Wi-Fi, tap **On/Off** again.
4. Tap a Wi-Fi network to connect, enter the password (if it is not an open network), and then tap **Connect**.
   - The password, for a household wireless LAN router, is sometimes found on a sticker on the router (WEP, WPA, KEY, etc.). Contact the router manufacturer for information. For password for a public wireless LAN, check with user's service provider.
   - Entering a password is not required if an access point is not security protected.

Note: The next time your phone connects to a previously accessed secured wireless network, you will not be prompted to enter the password again, unless you reset your phone to its factory default settings or you instruct the phone to forget the network.

Note: Wi-Fi networks are self-discoverable, which means no additional steps are required for your phone to connect to a Wi-Fi network. It may be necessary to provide a user name and password for certain closed wireless networks.

Disconnect Wi-Fi

You may wish to disconnect from a connected Wi-Fi network without turning Wi-Fi off.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Wi-Fi**.
3. Tap the name of the connected access point, and then tap **Forget**.
    - After disconnecting from an access point, you may need to re-enter the password to reconnect.

Wi-Fi Settings Menu

The Wi-Fi settings menu lets you turn Wi-Fi on or off, set up and connect to available Wi-Fi networks, and configure advanced Wi-Fi options.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Wi-Fi**.
3. Tap **On/Off** to turn Wi-Fi on.
    - To disable Wi-Fi, tap **On/Off** again.
4. Tap a Wi-Fi network, enter the password, and tap **Connect**.
5. Configure your Wi-Fi settings.
    - The password, for a household wireless LAN router, is sometimes found on a sticker on the router (WEP, WPA, KEY, etc.). Contact the router manufacturer for information. For the password for a public wireless LAN, check with user's service provider.
    - Entering a password is not required if an access point is not security protected.

Connect to a Wi-Fi Network Using WPS

Wi-Fi Protected Setup (WPS) is a network security standard that allows you to easily secure a wireless network connection between your phone and a router.

To connect using a WPS button:

1. From Wi-Fi settings, tap **Advanced** › **WPS push button**.
2. Press the WPS button on your router.
3. Follow the prompts to complete the connection.

To connect using a Personal Identification Number (PIN):

1. From Wi-Fi settings, tap **Advanced** › **WPS PIN entry**.
2. Enter the PIN displayed on your router.
3. Follow the prompts to complete the connection.

Smart Network Switch

Smart network switch lets your phone automatically switch to the wireless network data connection when the current Wi-Fi connection is unstable.

1. From the Wi-Fi settings menu, tap **Advanced** › **Smart network switch**.
2. Tap **On/Off** to enable the feature.

Advanced Wi-Fi Settings

The advanced Wi-Fi settings menu lets you set up and manage wireless access points.

► From the Wi-Fi menu, tap Advanced to access Wi-Fi settings:

- **Smart network switch**: Connect automatically to a mobile network connection when the Wi-Fi connection is unstable.
- **Network notification**: Receive notifications when open networks in range are detected.
- **Hotspot 2.0**: Automatically connect to Wi-Fi access points that support Hotspot 2.0.

- **Manage networks**: Manage your saved Wi-Fi networks.
- **WPS push button**: Set up a connection to a WPS (Wi-Fi Protected Setup) router or other equipment.
- **WPS PIN entry**: View the PIN used by your device to set up a PIN-secured connection to a Wi-Fi router or other equipment (not configurable).
- **Keep Wi-Fi on during sleep**: Specify when to disconnect from Wi-Fi.
- **Install network certificates**: Install authentication certificates.
- **Wi-Fi control history**: View which apps have turned Wi-Fi on or off most recently.
- **MAC address**: View your device's MAC address, which is required when connecting to some secured networks (not configurable).
- **IP address**: View your device's IP address (not configurable).

Wi-Fi Direct

Use Wi-Fi Direct to connect directly to other Wi-Fi Direct devices simply using Wi-Fi, without an access point or using the Internet.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Wi-Fi**.
3. Tap **On/Off** to turn Wi-Fi on.
4. Tap **Wi-Fi Direct**.
   - Wi-Fi Direct and Wi-Fi are unavailable at the same time.
5. Tap a device with which to connect.
   - If connected using Wi-Fi, you will see a confirmation. Follow the prompts.
6. Accept the connection on the other device.
   - If a connection is not accepted after a certain period, the connection request is canceled.

- To stop a connection, swipe down from the top of the screen to open the notification panel, tap the connected device, and then tap **Disconnect from device**.

Bluetooth

Bluetooth is a short-range communications technology that allows you to connect wirelessly to a number of Bluetooth devices, such as headsets and hands-free car kits, and Bluetooth-enabled handhelds, computers, printers, and wireless phones. The Bluetooth communication range is usually approximately 30 feet.

Bluetooth Information

Bluetooth is a technology that enables wireless connection with PCs, Bluetooth devices with hands-free features, etc.

- **Audio output**: Listen to music and other audio output wirelessly.
- **Hands-free calls**: Call hands-free using Bluetooth-capable hands-free devices and headsets.
- **Data exchange**: Exchange data with connected Bluetooth devices.

Enable the Bluetooth Feature

Use the settings menu to enable or disable your phone's Bluetooth capabilities.

- Wireless connection to all Bluetooth functions is not guaranteed for the phone.
- The phone may not connect properly depending on the other device.
- Noise may be experienced with wireless calls and hands-free calls depending on the conditions.

To enable Bluetooth:

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Bluetooth**.
3. Tap **On/Off** to turn Bluetooth on.
    - To disable Bluetooth, tap **On/Off** again.

Tip: You can also turn Bluetooth on or off with the toggle menu in the notification panel. Pull down the status bar to display the notification panel, and then tap **Bluetooth** to turn Bluetooth on or off.

Note: Turn off Bluetooth when not in use to conserve battery power, or in places where using a wireless phone is prohibited, such as aboard an aircraft and in hospitals.

Pair Bluetooth Devices

Search for and pair nearby Bluetooth devices. Registered Bluetooth devices can be connected simply.

- Enable the Bluetooth function on the Bluetooth devices being paired beforehand.

To pair Bluetooth devices:

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Bluetooth**.
    - Nearby devices appear in the “Available devices” list.
    - If a target device is not detected, tap **Scan** to search again.
3. Tap a device from the “Available devices” list, and follow the prompts to pair with the device.
    - The Bluetooth device is paired to your phone.
    - Methods to accept a Bluetooth connection differ depending on the devices used.

Unpairing from a Paired Device

1. From the Bluetooth settings menu, tap **Settings** next to the paired device you wish to unpair.
2. Tap **Unpair**.
    - The device is unpaired from your phone. To make another connection with the device, you will need to pair again.

Connect to a Paired Bluetooth Device

You can listen to music over a Bluetooth stereo headset, or have hands-free conversations using a compatible Bluetooth headset or car kit. It is the same procedure to set up stereo audio and hands-free devices.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Bluetooth**.
    - Paired Bluetooth devices appear in the “Paired devices” list.
3. Tap a device from the “Paired devices” list.

The pairing and connection status is displayed below the device’s name in the Bluetooth devices section.

When the device is connected to your phone, the Bluetooth paired icois displayed in the status bar. Depending on the type of device you have connected, you can then start using the headset or car kit to listen to music or make and receive phone calls.

Note: Due to different specifications and features of other Bluetooth-compatible devices, display and operations may be different, and functions such as transfer or exchange may not be possible with all Bluetooth-compatible devices.

Send Information Using Bluetooth

You can use Bluetooth to transfer information between your phone and another Bluetooth-enabled device such as a phone or notebook computer.

Types of Data You Can Send Using Bluetooth

You can send the following types of information, depending on the device you are sending to:

- Images and videos
- Calendar events
- Contacts
- Audio files

In the instructions below, Contacts data is used as an example.

Sending Contacts Data Using Bluetooth

1. From home, tap **Apps** > **Contacts**.
2. Tap a contact and select **Details**.
3. Tap **Share**.
4. Tap **vCard file (VCF)** to share the contact as a vCard file, or tap **Text** to share the contact information in a text file.
5. Tap **Bluetooth** and follow the prompts to share the contact.

Receive Information Using Bluetooth

Your phone is capable of receiving a wide variety of file types with Bluetooth, including pictures, music tracks, and documents such as PDFs.

1. When another device attempts to send a file to your phone using Bluetooth, you will see a request to accept the file.

2. Tap **Accept**.

- When your phone receives a file, you will see a notification. To open the file immediately, pull down the status bar to display the notification panel, and then tap the notification.
- When you open a received file, what happens next depends on the file type:
  - Media files and documents are usually opened directly in a compatible application. For example, if you open a music track, it starts playing in the Music application.
  - For a vCalendar file, select the calendar where you want to save the event, and then tap Import. The vCalendar is added to your Calendar events. (For more information on using the Calendar, see Calendar.)
  - For a vCard contact file, if there are multiple vCard files on your storage card, you can choose to import one, several, or all of those contacts to your contacts list.

Bluetooth Settings

Configure your Bluetooth settings.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Bluetooth**.

Bluetooth Settings Operations

- **Change your phone name**: From Bluetooth settings, tap **More options** > **Rename device**, enter a new name, and tap **Done**.
  - This changes the name of your phone as seen by other devices.
- **Pairing Bluetooth devices**: Make sure the other devices are set to be discovered. From Bluetooth settings, tap the device name in “Available devices” and follow the prompts.
  - Depending on the device, you may be required to enter or accept a passkey.

- If the target device does not appear, tap **Scan** to search again.
- This setting is available when Bluetooth is enabled.

- **Change the name of a paired device**: From Bluetooth settings, tap **Settings** next to a paired device name, tap **Rename**, enter a new name, and tap **OK**.
  - Emoji cannot be used in a device name.
  - This setting is available when Bluetooth is enabled.
- **Canceling pairing**: From Bluetooth settings, tap **Settings** next to a paired device name, and then tap **Unpair**.
  - This setting is available when Bluetooth is enabled.
- **Search for other devices**: From Bluetooth settings, tap **Scan**.
  - This setting is available when Bluetooth is enabled.
- Check files received using Bluetooth transfer: From Bluetooth settings, tap **More options** > **Received files**, and then follow the prompts.

Airplane Mode Settings

When you enable Airplane mode, your phone disconnects from all networks, meaning you cannot make calls, send or receive messages, or access the Internet. It also turns off other connectivity features, such as Wi-Fi and Bluetooth.

While in airplane mode, you can use other features of your phone, such as playing music, watching videos, or using other applications.

To use Wi-Fi and Bluetooth after enabling Airplane mode, turn them on either in Settings or on the notification panel.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Airplane mode**.
3. Tap **On/Off** to enable Airplane mode.

Note: You can also enable or disable Airplane Mode through the notification panel quick settings (drag down the status bar and tap **Airplane mode** > **Turn on**).

Hotspot and Tethering

Hotspot

Hotspot allows you to turn your phone into a Wi-Fi hotspot. When this feature is turned on, you can share your phone's mobile data services using Wi-Fi with other Wi-Fi enabled devices. The feature works best when used in conjunction with 4G data services (although 3G service can also be used).

Important: Use of the Hotspot feature requires an additional subscription.

Note: Turning Hotspot on will disable your phone's connection to other Wi-Fi networks.

Set Up Hotspot

1. From home, tap **Apps** > **Settings**.
2. Tap **Hotspot and Tethering** > **Hotspot**.
3. Tap **On/Off** to turn Hotspot on.
   - To disable Hotspot, tap **On/Off** again.

Note: The best way to keep using the phone as a hotspot is to have it connected to a power supply.

Important: Write down the passkey (password) for this communication (shown onscreen).

Connect to Hotspot

1. Enable Wi-Fi (wireless) functionality on your target device (laptop, media device, etc.).
2. Scan for Wi-Fi networks from the device and select your phone hotspot from the network list.
   - You can change the default name by tapping **More options** > **Configure Hotpot** and entering a new Network name.
3. Select this phone and follow your prompts to enter the passkey (provided on the Hotspot page).
4. Launch your Web browser to confirm you have an Internet connection.

Hotspot Settings

Use Hotspot to share your device's Internet connection with other devices. For more information, see Hotspot.

1. From home, tap **Apps** > **Settings**.
2. Tap **Hotspot and Tethering** > **Hotspot**.
3. Tap **On/Off** to turn Hotspot on.
4. To disable Hotspot, tap **On/Off** again.

Advanced Hotspot Settings

The hotspot settings menu lets you configure advanced options.

- **Set Network SSID**: From the Hotspot window, tap **More options** > **Configure Hotspot** > **Network name**, enter a name for your hotspot, and then tap **Save**.
- **Hide your Hotspot**: From the Hotspot window, tap **More options** > **Configure Hotspot** > **Hide my device** to make your Mobile hotspot invisible to other Wi-Fi devices during a scan. When hidden, other devices can still connect to your Mobile hotspot, but have to set up the connection manually with your Network SSID and Password.
- **Set Hotspot security**: From the Hotspot window, tap **More options** > **Configure Hotspot** > **Security**, select a security settings option, and then tap **Save**.
- **Set Hotspot password**: From the Hotspot window, tap **More options** > **Configure Hotspot** > **Password**, enter a password, and then tap **Save**.
- **Set allowed devices**: To select which devices are allowed to connect to the Hotspot, in the Hotspot window, tap **More options** > **Allowed devices** > **Add**, enter a device name and MAC address, and then tap **Add**. To remove allowed devices, tap **Delete**.
- **Set Hotspot Timeout Settings**: From the Hotspot window, tap **More options** > **Timeout settings**, and then an option to select it.

Tethering

Use Tethering to share your device's Internet connection with a computer that connects to your device using a USB cable, or by Bluetooth.

Important: Use of the Tethering feature requires an additional subscription.

1. From home, tap **Apps** > **Settings**.
2. Tap **Hotspot and Tethering**.
3. Select a tethering option: **Bluetooth tethering** or **USB tethering**.
   - For USB tethering, connect your phone to the target device with the supplied USB cable.
   - For Bluetooth tethering, pair your phone with the other device using Bluetooth. See "Bluetooth" on page 133 for details.

Data Usage

The data usage menu lets you view your phone's mobile and Wi-Fi data usage, set data limits, restrict hotspot usage, and more.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Data usage**.
3. View data usage settings options:
   - **Usage**: View mobile data usage for the current billing cycle.
   - **Data saver**: Reduce data usage by preventing some apps from sending or receiving data in the background, or by reducing the frequency of data access by apps in use.
   - **Mobile data**: Enable or disable mobile data.
   - **Alert me about data usage**: Receive an alert when your mobile data usage reaches the amount you selected.

- **Mobile data usage**: Tap the drop-down menu, and then choose a time period for data usage. Data usage for the period is displayed on the graph, along with usage by application at the bottom of the screen.
- **Bill cycle**: Set mobile data usage warnings and limits during your billing cycle.
- **Wi-Fi data usage**: Display your Wi-Fi data usage.
- **Restrict networks**: Select Wi-Fi networks that are mobile hotspots. You can restrict apps from using these networks, and you can configure apps to warn you before using these networks for large downloads.

Mobile Networks

The Mobile networks settings menu allows you to configure your mobile network connections. Set options for network selection and data service.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Mobile networks**.
3. Configure options:
   - **Data roaming**: When you are outside your home network area, your phone can still connect to other networks that your provider supports using roaming. There may be additional costs for accessing networks while roaming, so you may want to control your phone's roaming behavior with Roaming settings.
     - **Roaming network**: Select a roaming default. Choose **Home only**, to only connect to the Virgin Mobile network, or **Automatic** to allow connections to Virgin Mobile's partner networks, when available.

- **Roaming guard**: Choose options for displaying an onscreen roaming notice for certain functions. Enable or disable roaming notices for Voice and Data for Domestic use, Voice, Data and Outgoing text message for International networks, and Voice, Data and Outgoing text message for GSM networks (if supported by your phone).
- **Roaming settings**: Enable or disable roaming options, including Voice and Data for Domestic and International networks, and Data for GSM networks (if supported by your phone).

- **Network mode**: Choose a preferred network mode. Available options depend on your phone's features, but may include: CDMA, LTE / CDMA, GSM / UMTS, and Automatic (the recommended setting).
- **Access Point Names**: View, configure, and add access point names (APNs) for your phone's data connection.
- **Network operators**: View mobile network operator information for international GSM networks.

Location

Some apps, such as Google Maps, may require one or more location services be turned on for full functionality.

Locating Method

Before using any features that require location assistance, you must enable your device's location services.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Location**.
3. Tap **On/Off** to turn on Location services.

4. Tap **Locating method** to select how your location is determined:
    - **High accuracy**: Use GPS, Wi-Fi, and mobile networks.
    - **Battery saving**: Use Wi-Fi and mobile networks (no GPS).
    - **Device only**: Use GPS only.
5. Tap **Improve accuracy** to use other connections for determining your location:
    - **Wi-Fi scanning**: Allow apps and services to scan for Wi-Fi networks automatically, even when Wi-Fi is turned off.
    - **Bluetooth scanning**: Allow apps to scan for and connect to nearby devices automatically through Bluetooth, even when Bluetooth is turned off.

Recent Location Requests

Apps that have requested your location are listed under Recent location requests.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Location**.
3. Tap **On/Off** to turn on Location services.
4. Tap an entry under **Recent location requests** to view the app's settings.

Location Services

Google uses Location History to store and use your device's most recent location data. Google apps, such as Google Maps, can use this data to improve your search results based on places that you have visited.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Location**.

3. Tap **On/Off** to turn on Location services.
4. Tap **Google Location History** and sign in to your Google Account for more options.

Nearby Devices

Scan for nearby devices to connect to and set them up easily. You receive a notification when there are available devices to connect to. This function uses Bluetooth Low Energy scanning even if Bluetooth is turned off on your device.

To enable nearby device scanning:

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **More connection settings** > **Nearby device scanning**.
3. Tap **On/Off** to enable the feature.

Phone Visibility

Allow other devices to find your phone and transfer files. Your phone will appear in the list of available devices when files are transferred using Transfer files to devices.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **Phone visibility**.
3. Tap **On/Off** to enable the feature.

Printing

You can print from your phone, using Wi-Fi, to an optional compatible printer (not included). Your phone and the optional printer must be connected to the same Wi-Fi network.

Add a Printer

Before you can print to a printer, you must add and set it up on your phone. You will need to know the IP address of the printer; consult the printer's documentation for this information.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **More connection settings** > **Printing**.
3. From the Printing settings screen, tap **Download plug-in**.
4. Follow the prompts to download and install a print driver from the Google Play store.
5. Choose a print service from the list, and then tap **On/Off** to turn the service on or off. The service must be on to add a printer.
6. Tap **More options** > **Add printer** > **Add printer** (or **Add** depending on the plug-in), and then enter a name and the IP address of the printer.

Set Up a Printer

Add a printer to a print service and configure settings.

Note: Below settings are examples only. Available settings will differ depending on the type of print service and printer you are using.

1. From the Printing settings screen, select a print service from the list.
2. Tap **On/Off** to turn the service on. The service must be on to add a printer.
3. Tap **More options** > **Add printer** and follow the prompts to add a printer.
4. Tap **More options** > **Printer settings** to configure printer options. Available options may vary depending on the type of printer, and not all printers support all options.

Virtual Private Networks (VPN)

From your phone, you can add, set up, and manage virtual private networks (VPNs) that allow you to connect and access resources inside a secured local network, such as your corporate network.

Prepare Your Phone for VPN Connection

Depending on the type of VPN you are using at work, you may be required to enter your login credentials or install security certificates before you can connect to your company's local network. You can get this information from your network administrator.

Before you can initiate a VPN connection, your phone must first establish a Wi-Fi or data connection. For information about setting up and using these connections on your phone, see "Internet" on page 89 and "Turn Wi-Fi On and Connect to a Wireless Network" on page 129.

Set Up Secure Credential Storage

If your network administrator instructs you to download and install security certificates, you must first set up the phone's secure credential storage before setting up a VPN.

1. From home, tap **Apps** > **Settings** > **Lock screen and security**.
2. Tap **Screen lock type** > **Pattern**, **PIN**, or **Password**.
3. Follow the prompts to set up your secure screen lock.
4. Tap **Back** to return to the main settings menu, and then tap Other security settings.
5. Tap **Trusted credentials** and then tap your preferred system and user credentials.

You can then download and install the certificates needed to access your local network. Your network administrator can tell you how to do this.

Add a VPN Connection

Use the VPN settings menu to add a VPN connection to your phone.

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **More connection settings** > **VPN**.
3. Tap **Add VPN**, and then enter the information for the VPN you want to add.
   - Information may include Name, Type, Server address, PPP encryption (MPPE), and advanced options.
   - Set up all options according to the security details you have obtained from your network administrator.
4. Tap **Save**.

Connect to or Disconnect from a VPN

Once you have set up a VPN connection, connecting and disconnecting from the VPN is easy. To access the VPN settings window:

1. From home, tap **Apps** > **Settings** > **Connections**.
2. Tap **More connection settings** > **VPN**.

Connect to a VPN

1. From the VPNs section of the VPN setting window, tap the VPN that you want to connect to.
2. When prompted, enter your login credentials, and then tap **Connect**.
   - When you are connected, a VPN connected icon appears in the notification area.
3. Open the Web browser to access resources such as intranet sites on your corporate network.

Disconnect from a VPN

1. Pull down the status bar to open the notification panel.
2. Tap the VPN connection to return to the VPN settings window.
3. Tap the VPN connection, and tap **Disconnect** to disconnect from it.

Sounds and Vibration

Configure the sounds and vibrations used to indicate notifications, screen touches, and other interactions.

Sound Mode

You can switch between sound modes, while preserving the individual sound settings you have made.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **Sound mode**, and then choose a mode:
   - **Sound**: Your phone uses the sounds, vibrations, and volume levels you have chosen in Sound settings for notifications and alerts.
   - **Vibrate**: Your phone vibrates for notifications and alerts. This uses the Vibration intensity you choose in Sound settings.
   - **Mute**: Your phone plays no sounds or vibrations. Onscreen reminders will still occur.

Vibrations

Configure your device's vibrations.

Vibrate While Ringing

Set the phone to vibrate while ringing.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **On/Off** next to Vibrate while ringing to enable the feature.

Vibration Pattern

Choose a vibration pattern.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **Vibration pattern** to select a default vibration pattern.

Volume

Set the system volume level and default volume for call ringtones, notifications, and other audio.

Set the Volume

Set the system volume level, and set default volume for call ringtones, notifications, and other media.

Note: You can also set System volume from the home screen by pressing the Volume key.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **Volume** and then drag the sliders to set the default volume for:
   - Ringtone
   - Media
   - Notifications
   - System

Media Volume Limiter

Limit the maximum output of the device's volume. You can also set a PIN to prevent unauthorized users from changing this setting.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **More options** > **Media volume limiter**.
   - Tap **On/Off** to enable this feature.
   - When enabled, drag the **Custom volume limit** slider to set the maximum output volume.
   - Tap **Set volume limit PIN** to prevent changes to the volume setting.

Ringtone

Choose a ringtone for incoming calls.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **Ringtone** to select a default ringtone.

Add a Ringtone

When you select a ringtone, you can add a custom ringtone.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **Ringtone**, scroll to the bottom of the list, and then tap Add from device storage.
4. Select a source for the ringtone.
   - You will see a list of compatible songs or audio files. To load music on your phone, see "Transfer Files Between Your Phone and a Computer" on page 199.
5. Tap a song to hear a preview, and then tap **Done** to save it as a ringtone.

Tip: When choosing music for a ringtone, select the **Highlights only** checkbox to allow the system to select what part of the song to use. Clear the checkbox to play the song from the beginning.

Notification Sounds

Set the default notification sounds for apps such as Messages, Calendar, and Email.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **Notification sounds** to set options:
   - **Default notification sound**: Set the default sound for notifications.
   - **Messages notifications**: Set the default sound for new messages.

- **Calendar notifications**: Set the default sound for calendar events.
- **Email notifications**: Set the default sound for new email. (This option is only displayed if you have an email account set up.)

Do Not Disturb

This setting allows you to block all notifications and alerts. The options below determine what notifications can make sounds, and during what time periods you want to enter this mode.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **On/Off** next to **Do not disturb** to enable the feature.

Scheduling

This option allows you to turn Do not disturb mode on or off automatically at scheduled times.

Note: Scheduling is not available if Do not disturb mode has been turned on manually.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **Do not disturb**.
4. Tap **Turn on as scheduled**, and set the **Days**, **Start time**, and **End time**.

Allow Exceptions

This option lets you customize which notifications are allowed while your device is in Do not disturb mode.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **Do not disturb**.
4. Tap **Allow exceptions**, and then tap one of the following options:
   - **No exceptions**: Allow no exceptions.

- **Alarms only**: Allow exceptions for alarms.
- **Custom**: Set your own exceptions.

Hide Visual Notifications

This option lets you prevent notifications from appearing on the screen while your device is in Do not disturb mode.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **Hide visual notifications**.
4. Tap **Hide when screen** is on to prevent notifications from appearing on the screen.

System Sounds

Set various other system sound options.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **On/Off** to enable each option:
   - **Touch sounds**: Play tones when you touch or tap the screen to make selections.
   - **Screen lock sounds**: Play a sound when you unlock the screen.
   - **Emergency tone**: Sound an alert, vibrate, or stay silent when an emergency alert is received.
   - **Charging sound**: Play a sound when a charger is connected.

Key-Tap Feedback

Play tones when the dialing keypad or the keyboard is tapped.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. To **On/Off** to enable each option:
   - **Dialing keypad tones**: Play a tone when the dialing keypad is tapped.

- **Keyboard sound**: Play a sound when the Samsung keyboard is tapped.

Sound Quality and Effects

Select options for sound quality while headphones or compatible Bluetooth headsets or speakers are connected.

1. From home, tap **Apps** > **Settings**.
2. Tap **Sounds and vibration**.
3. Tap **Sound quality and effects**.
4. Tap **Equalizer** and choose a setting, or tap **Advanced** or **Basic** to customize your sound settings.
5. Tap **On/Off** to enable each option:
   - **Surround**: Recreate the effects of rich surround sound.
   - **Tube Amp Pro**: Simulate the soft timbre of a tube amplifier.
   - **Concert hall**: Simulate the reverb of a concert hall.
6. Tap **Adapt sound** and follow the prompts to customize your sound settings.

Note: Sound effects are only available while headphones or a compatible Bluetooth headset is connected.

Notifications

Select which apps you want to receive alerts from. Alerts include notifications, sounds, and vibrations.

Block App Notifications

Block notifications for apps.

1. From home, tap **Apps** > **Settings**.
2. Tap **Notifications**.
3. Tap **On/Off** next to an app or All apps to enable or disable notifications.

Customize App Notifications

Customize notification settings for each application individually.

1. From home, tap **Apps** > **Settings**.
2. Tap **Notifications** > **Advanced**.
3. Tap an app, and select an option:
   - **Allow notifications**: Receive notifications from this app.
   - **Show silently**: Do not make a sound or vibrate, and blow previews in pop-ups.
   - **Set as priority**: Allow notifications from this app to sound and turn on the screen while Do not disturb is turned on.

Display

Configure your display’s brightness, screen timeout delay, and other display settings.

Screen Brightness

Adjust the screen brightness to suit your surroundings or personal preference. You may also want to adjust screen brightness to conserve battery power.

1. From home, tap **Apps** > **Settings** > **Display**.
2. Customize options under Brightness:
   - Drag the **Brightness** slider to set a custom brightness level.
   - Tap **Outdoor mode** to increase the screen brightness for 15 minutes.

Note: You can also control Brightness from the notification panel.

Screen Zoom and Font

You can set the screen zoom, font size, and font style for all text that is displayed on the screen.

1. From home, tap **Apps** > **Settings** > **Display**.
2. Tap **Screen zoom and font**.
   - Drag the **Screen zoom** slider to adjust screen zoom. The preview above it will adjust accordingly.
   - Drag the **Font size** slider to adjust the font size.
   - Tap a font style to select a font, or tap **Download** fonts to find new fonts from Galaxy Apps.
3. Tap **Apply** to set the font size and style.

Easy Mode

Easy mode provides a simpler experience using your phone, with a simpler home screen layout and simpler app interactions. If you are a first-time smartphone user, or just to want to simplify the operation of your phone, you can turn on Easy mode at any time.

1. From home, tap **Apps** > **Settings** > **Display**.
2. Tap **Easy mode**.
3. Tap **Easy mode**, and then tap **Done** to switch to Easy mode.

Return to Standard Mode

You can use the Easy mode Settings menu to return to Standard mode.

1. From home, tap **Apps** > **Settings** > **Display**.
2. Tap **Easy mode**.
3. Tap **Standard mode**, and then tap **Done**.

Icon Frames

You can show icons with a shaded background to make them stand out on the Home screen and Apps list screen.

1. From home, tap **Apps** > **Settings** > **Display**.
2. Tap **Icon frames**.
3. Choose one of the following options:
   - **Icons only**: Show icons only.
   - **Icons with frames**: Show icons with shaded backgrounds.
4. Tap **Done**, and confirm when prompted.

Status Bar

You can determine which notifications appear on the status bar.

1. From home, tap **Apps** > **Settings** > **Display**.
2. Tap **Status bar**.
3. Tap **On/Off** to enable or disable the following options:
   - **Show recent notifications only**: Show only the three most recent notifications in the status bar.
   - **Show battery percentage**: Show the battery charge percentage.

Screen Timeout

Turn the screen off after a set amount of time.

1. From home, tap **Apps** > **Settings** > **Display**.
2. Tap **Screen timeout**.
3. Choose a time period.

Note: Longer screen timeout durations will discharge your phone's battery more quickly.

Screen Saver

Screen saver controls what is displayed on the screen when the device is charging. You can choose to display colors or photos.

1. From home, tap **Apps** > **Settings** > **Display**.
2. Tap **Screen saver**.
3. Tap **On/Off** to enable Screen saver.
4. Configure options:
   - **Colors**: Tap the selector to display a changing screen of colors.
   - **Photo Table**: Display pictures in a photo table. Tap **Settings** for options.
   - **Photo frame**: Display pictures in a photo frame. Tap **Settings** for options.
   - **Photos**: Display pictures from your Google Photos™ account. Tap **Settings** for options.
   - **Preview**: See a demonstration of Screen saver.

Wallpapers and Themes

You can change the appearance of your device with custom wallpapers, themes, and icons.

Wallpaper

You can change the wallpaper for the Home and lock screens.

To change the wallpaper:

► From home, tap **Apps** > **Settings** > **Wallpapers and themes** > **Wallpapers**.

For more information, see "Change the Wallpaper" on page 27.

Themes

Themes are packages of visual content that provide different wallpapers and icons for your phone.

To change the theme:

1. From home, tap **Apps** > **Settings** > **Wallpapers and themes** > **Themes**.
2. Tap a theme to preview it.
   - Tap **View all** to see all available themes.
3. To apply a theme, tap it, and then tap **Apply**.

Icons

Apply custom icons to replace built-in app icons.

To change the icon set:

1. From home, tap **Apps** > **Settings** > **Wallpapers and themes** > **Icons**.
2. Tap an icon set to view a preview of the icons.
   - Tap **View all** to see all available icon sets.
3. Tap **Apply** to apply the selected icon set.

Device Maintenance

Device maintenance provides an overview of the status of your device's battery, storage, RAM, and device security. You can also automatically optimize your device's system resources.

Quick Optimization

The quick optimization feature improves device performance through the following actions:

- Identifying apps that use excessive battery power and clearing unneeded items from memory.
- Deleting unnecessary files and closing apps running in the background.
- Scanning for malware.

To use the quick optimization feature:

1. From home, tap **Apps** > **Settings** > **Device maintenance**.
2. Tap **Optimize now**.

Battery

Monitor your phone's battery usage through this settings menu. View which functions are consuming your battery's charge and at what percentage. You can also display the battery charge remaining as a percentage on the status bar.

1. From home, tap **Apps** > **Settings** > **Device maintenance**.
2. Tap **Battery** for options:
   - **Battery usage**: View battery usage since the battery was last fully charged.
   - **Power saving mode**: Extend battery life by selecting a power saving mode level. Choose **Off**, **Mid**, or **Max**. Estimated remaining battery life for each mode is provided.
   - **App power monitor**: Put apps to sleep so that they do not use battery power when not in use. Tap **Save** power to enable.

- **Unmonitored apps**: Add apps that will be put to sleep.
- **More options** :
  - **Advanced settings**: Configure notification settings, the app power monitor, and choose whether or not to see the battery percentage on the status bar.

Storage

The Storage settings menu lets you manage internal and optional installed SD card (not included) storage on your phone.

Access Storage Settings

1. From home, tap **Apps** > **Settings** > **Device maintenance**.
2. Tap **Storage**.
3. View memory usage for the different types of information stored in your phone's memory.
4. Tap an item for more information.

Note: Tap **Clean now** to free up storage space by removing unneeded files.

Additional Settings

More storage settings are available under the **More options** menu.

1. From home, tap **Apps** > **Settings** > **Device maintenance**.
2. Tap **Storage** > **More options** > **Storage settings**.
3. The following lists the available settings:
   - **Internal storage**
     - **Total space**: View the total space/free space in your phone's memory.
     - **Available space**: The amount of storage space currently available.

- **System memory**: The minimum amount of storage space required to run the system.
- **Used space**: The amount of storage space currently being used.
- **Other**: The space used by app data, downloaded files, and Android system files.
- **Cached data**: The amount of data currently cached.
- **Explore**: Launch My Files to view content stored on your device.

- **SD card** (This category is available only if an optional SD card is installed):
  - **Unmount**: Unmount the SD card to safely remove it.
  - **Format**: Delete all data on the SD card.
  - **Mount**: If the SD card has been unmounted, tap to mount the SD card before use.

Memory Card (SD Card)

A microSD memory card is an optional accessory (not included) that allows you to store images, videos, music, documents, and other data on your phone.

Important: You can damage a microSD card by improper installation. Please be careful when inserting, removing, or handling it.

Install a microSD Card

Follow the instructions below to install an optional memory card (not included).

1. Remove the back cover.
   - Using the slot provided on the back cover next to the Volume key, gently lift the cover off the phone.
2. With the gold contacts facing down, slide the card into the slot.
3. Replace the back cover.

Unmount and Remove a microSD Card

Use the following procedures to unmount and remove an optional microSD card from your phone.

Important: When you need to remove an optional installed microSD card, you must unmount the card first to prevent corrupting the data stored on it or damaging the card.

1. From home, tap **Apps** > **Settings** > **Device maintenance**.
2. Tap **Storage**.
3. Tap **More options** > **Storage settings**.
4. Under **Portable storage**, tap your **SD card**, and then tap **Unmount**.
5. Remove the back cover.
   - Using the slot provided on the back cover next to the Volume key, gently lift the cover off the phone.
6. Remove the card from the slot.
7. Replace the back cover.

View microSD Card Memory

Once an optional memory card (not included) has been installed in your device, the card memory is displayed in the Storage settings.

1. From home, tap **Apps** > **Settings** > **Device maintenance**.
2. Tap **Storage** > **SD card**.

Format a microSD Card

Formatting a microSD card permanently removes all files stored on the card.

1. From home, tap **Apps** > **Settings** > **Device maintenance**.
2. Tap **Storage**.
3. Tap **More options** > **Storage settings**.
4. Under **Portable storage**, tap your **SD card** > **Format** > **Format**.

Note: Formatting erases all the data on an installed microSD card, after which the files CANNOT be retrieved. To prevent the loss of important data, please check the contents before you format the card.

Unmount a microSD Card

When you need to remove an optional installed microSD card, you must unmount the card first to prevent corrupting the data stored on it or damaging the card.

1. From home, tap **Apps** > **Settings** > **Device maintenance**.
2. Tap **Storage**.
3. Tap **More options** > **Storage settings**.
4. Under **Portable storage**, tap your **SD card**, and then tap **Unmount**.

Mount a microSD Card

When you install an optional memory card, it is automatically mounted (connected to the device) and prepared for use. However, should you unmount the card without removing it from the device, you need to mount it before it can be accessed.

1. From home, tap **Apps** > **Settings** > **Device maintenance**.
2. Tap **Storage**.
3. Tap **More options** > **Storage settings**.
4. Under **Portable storage**, tap your **SD card**, and then tap **Mount**.

Memory

Check the amount of available RAM. You can close background apps and reduce the amount of RAM you are using to speed up your device.

1. From home, tap **Apps** > **Settings** > **Device maintenance**.
2. To free up as much RAM as possible, tap **Clean now** and follow the prompts.

Language and Input

Your phone's language and input settings let you select a language for the phone's menus and keyboards, select and configure keyboard settings, configure speech input settings, and set your phone's mouse/trackpad options.

Access Language and Input Setting Options

1. From home, tap **Apps** > **Settings**.
2. Tap **General management** > **Language and input**.
3. Set options.

Select the Default Language for Your Phone

1. From home, tap **Apps** > **Settings**.
2. Tap **General management** > **Language and input**.
3. Tap **Language**.
4. Tap **Add language**.
5. Tap an available language.

Language and Input Options

Some of the language and input options are detailed below.

1. From home, tap **Apps** > **Settings**.
2. Tap **General management** > **Language and input**.
3. Set options:
   - **Language**: Tap a language to assign it.
   - **Virtual keyboard**: Configure your virtual keyboards.
     - **Samsung keyboard**: Configure options for the standard Samsung keyboard.
     - **Google voice typing**: Configure your options for voice input, including language detection.
   - **Physical keyboard**: Configure options for when a physical keyboard is connected.
   - **Text-to-speech**: Tap a settings option and follow the prompts.
   - **Pointer speed**: Drag the slider to adjust the speed of a mouse or trackpad pointer.

Date and Time

Use the Date and Time settings menu either to automatically use the network-provided date and time or manually set these values, as well as select time and date format options.

Access Date and Time Options

1. From home, tap **Apps** > **Settings**.
2. Tap **General management** > **Date and time**.
3. Set available date and time options.

Report Diagnostic Info

This feature sends diagnostic information about your device when you are having technical problems.

1. From home, tap **Apps** > **Settings**.
2. Tap **General management**.
3. Tap **Report diagnostic info** to enable or disable this feature.

Reset

Restore your device to its default settings.

Reset Settings

You can reset your device to its factory default settings, which resets everything except the security, language, and account settings. Personal data is not affected.

1. From home, tap **Apps** > **Settings**.
2. Tap **General management** > **Reset**.
3. Tap **Reset settings**.
4. Tap **Reset settings**, and confirm when prompted.

Reset Network Settings

You can reset Wi-Fi, Mobile data, and Bluetooth settings with Reset network settings.

1. From home, tap **Apps** > **Settings**.
2. Tap **General management** > **Reset**.
3. Tap **Reset network settings**.
4. Tap **Reset settings**, and confirm when prompted.

Factory Data Reset

You can reset your device to factory defaults, erasing all data from your device.

This action permanently erases ALL data from the device, including Google or other account settings, system and application data and settings, downloaded applications, as well as your music, photos, videos, and other files. Any data stored on an external SD card is not affected.

Note: When you sign in to a Google Account on your device, Factory Reset Protection is activated. This protects your device in the event it is lost or stolen. For more information, see "Factory Reset Protection" on page 14.

If you reset your device to factory default settings with the Factory Reset Protection (FRP) feature turned on, you must enter the user name and password for a registered Google Account to regain access to the device. You will not be able to access the device without the correct credentials.

Warning: If you reset your Google Account password, it can take 24 hours for the password reset to sync with all devices registered to the account.

Before resetting your device:

1. Verify that the information you want to keep has transferred to your storage area.
2. Log in to your Google Account and confirm your user name and password.

To reset your device:

1. From home, tap **Apps** > **Settings**.
2. Tap **General management** > **Reset**.
3. Tap **Factory data reset**.
4. Tap **Reset device** and follow the prompts to perform the reset.
5. When the **device restarts**, follow the prompts to set up your device.

Note: Unless you removed all Google Accounts from the phone before performing the Factory data reset, you will need to sign in to the Google Account that was previously assigned to the phone to complete setup.

Auto Restart

Configure times for your device to automatically restart.

1. From home, tap **Apps** > **Settings**.
2. Tap **General management** > **Reset**.
   - Tap **Auto restart**.
   - Tap **On/Off** to enable the feature.
   - Tap **Time** and **Days** to set the auto restart times.

System Updates

Keep your phone up-to-date with the latest software.

Update Your Phone

From time to time, updates may become available for your phone. You can download and apply updates by going to **Apps** > **Settings** > **System updates** > **Download updates manually**.

Software Update Cautions

During update: The phone cannot be used until the software update is complete. It may take time to update your phone's software.

Signal during update: Update your phone where signal reception is good, and do not change location during the update process. Make sure the battery is adequately charged before beginning an update. A weak signal or low battery during an update may cause the update to fail. An update failure may disable the phone.

Other functions during update: Other phone functions cannot be used during a software update.

Update Your Phone's Software

You can update your phone's software using the System updates option.

Before Updating Your Phone

Updating your phone may result in a loss of saved data depending on the condition of your phone (malfunctioning, damaged, water seepage, etc.). You must back up all critical information before updating your phone firmware.

Update Software

Once you have backed up all your data, use the **Download updates manually** option to update your phone's software.

1. From home, tap **Apps** > **Settings** > **System updates**.
2. Tap **Download updates manually**.

Alternatively, you can access system updates through the notification panel.

1. Locate the **System Update Available** icon ( ) in notifications.
2. Pull down the status bar.
3. Tap **System Update Available** to open the System updates screen.
4. Tap **Download** and follow the prompts.
5. Tap **Restart and install** to complete the process.

Confirm Your Current Phone Software

1. From home, tap **Apps** > **Settings** > **About device**.
2. Locate the **Software version** read-only field.

Lock Screen and Security

Secure your device and protect your data with Lock Screen and Security settings.

Set a Screen Lock

You can increase the security of your phone by creating a screen lock. When enabled, you have to draw the correct unlock pattern on the screen, enter the correct PIN, or enter the correct password to unlock the phone's control keys, buttons, and touchscreen.

In order from least secure to most secure, the available screen lock options are:

- None
- Swipe
- Pattern
- PIN
- Password

Important: To protect your phone and data from unauthorized access, it is recommended that you use the highest security level available (Password). It is also recommended you frequently change your password to ensure the safety of your phone and personal data.

Access Screen Lock Settings

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Screen lock type** and follow the prompts to enter your PIN, pattern, or password.

Use Swipe to Unlock the Screen

► From the Screen lock type menu, tap **Swipe** to save the setting.

Use a Screen Unlock Pattern

1. From the Screen lock type menu, tap **Pattern**.
2. Draw the screen unlock pattern by connecting at least four dots in a vertical, horizontal, or diagonal direction. Lift your finger from the screen when finished.
3. Tap **Continue**.

4. When prompted, draw the screen unlock pattern again, and then tap **Confirm**.

Note: If you do not want the unlock pattern to display on the screen when you unlock it, from home, tap **Apps** > **Settings** > **Lock screen and security** > **Secure lock settings**, and then tap **On/Off** next to Make pattern visible to turn it off.

Note: To change your unlock screen pattern, from home, tap **Apps** > **Settings** > **Lock screen and security** > **Screen lock type**.

Use a Screen Unlock PIN

1. From the Screen lock type menu, tap **PIN**.
2. Enter a PIN, tap **Continue**, re-enter your PIN, and tap **OK** to save the setting.
    - If you fail to enter the correct PIN after five attempts, you will be prompted to wait for 30 seconds before you can try again.

Use a Screen Unlock Password

1. From the Screen lock type menu, tap Password.
2. Enter a password with at least 4 characters, including at least one letter, tap **Continue**, and then enter your password again to confirm it.
    - If you fail to enter the correct password after five attempts, you will be prompted to wait for 30 seconds before you can try again.

Disable the Screen Lock

Follow the instructions below to turn off your current screen lock.

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Screen lock type**.
4. Draw your unlock screen pattern, or enter your PIN or password.
5. Tap **None**.

Unknown Sources

Enable installation of non-Google Play applications.

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Unknown sources** > **OK** to enable this option.

Warning: Enabling installation of third-party applications can cause your device and personal data to be more vulnerable to attacks by unknown sources.

Secure Folder Settings

Lock your private content and apps to enhance security. You must sign in to your Samsung account in order to use Secure Folder. You must also set a secure lock for your device.

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Secure folder** and follow the prompts to secure content on your device.

Secure Startup

Protect your device by using a screen lock when your device turns on. Require a numeric PIN or password to decrypt your device each time you power it on.

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Secure startup** and follow the prompts to encrypt all data on your device.

Encrypt SD Card

Require a numeric PIN or password to decrypt your optional memory card (not included) when you first access it after powering on your device.

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Encrypt SD card**. A description of the encryption process is displayed.

4. Tap **Encrypt SD card** again and follow the prompts to encrypt all data on your memory card.

View Passwords

Display password characters briefly as you type them.

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Other security settings** > **Make passwords visible** to turn the feature on.

Security Update Service

Automatically receive security updates.

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Other security settings** for the following Security update service options:
   - **Security policy updates**: Automatically or manually check for security policy updates.
     - Automatic updates can also be limited to only when your device is connected to a Wi-Fi network.
   - **Send security reports**: Use Wi-Fi to send security reports to Samsung for threat analysis.

Device Administration

Manage your device administrators and application installation privileges.

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Other security settings** > **Device administrators**.
   - Tap **Android Device Manager** to allow it to lock or erase a lost device.
   - Tap **Secure Folder** to activate it as a device administrator.
   - Depending on your phone's settings additional device administrator options may be available.

Credential Storage

Manage your security certificates. If a certificate authority (CA) certificate gets compromised or for some other reason you do not trust it, you can disable or remove it.

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Other security settings** for the following Credential storage options:
   - **Storage type**: Select a storage location for credential contents.
   - **View security certificates**: Display certificates in your device's ROM and other certificates you have installed.
   - **User certificates**: View user certificates.
   - **Install from device storage**: Install a new certificate from storage.
   - **Clear credentials**: Erase the credential contents from the device and reset the password.

Advanced Security Settings

Use these options to configure advanced security settings.

1. From home, tap **Apps** > **Settings**.
2. Tap **Lock screen and security**.
3. Tap **Other security settings** for the following advanced options:
   - **Trust agents**: Perform selected actions when trusted devices are connected.
     - To view Trust agents, set up a secured screen lock (Password, PIN, or Pattern). For more information, see "Set a Screen Lock" on page 180.
     - **Pin windows**: Pin an app on your device screen, preventing access to other features of your device.
   - **Usage data access**: View the applications that can access your device's usage history.
   - **Notification access**: View the applications that can access notifications you receive on your device.
   - **Do not disturb permission**: View which apps have permission to change the Do not disturb settings.

Accounts

Set up and manage accounts, including your Google Account, Samsung account, email, and social networking accounts.

Samsung Cloud Settings

Keep your data safe by backing up device to Samsung cloud storage. This allows you to restore your phone at any time. You can also sync your data from multiple devices.

1. From home, tap **Apps** > **Settings**.
2. Tap **Cloud and accounts**.
3. Tap **Samsung cloud**.
   - If a Samsung account has not been added, follow the prompts to add your Samsung account.

   From the Samsung cloud menu, the following options are available:

   - **Manage cloud storage**: View how much cloud storage your data is using and manage features that are using your cloud storage.
   - **Backup settings**: Choose which content from your device to back up to the cloud. Tap **Auto back up** to automatically back up your data every 24 hours.
   - **Restore**: Choose the device that you have recently backed up and the backup package that you want to restore.
   - **Data to sync**: Tap the following items to enable or disable syncing:
     - **Contacts (Samsung account)**: Sync contact info.
     - **Calendar (Samsung account)**: Sync your events and tasks.
     - **Samsung Notes**: Sync your notes and categories.
     - **Internet**: Sync bookmarks, saved pages, and opened tabs from your browser.
     - **Keyboard data**: Sync predictive text data.
     - **Gallery**: Sync your images and videos.

- **More options** :
  - **Sync now**: Sync all selected settings.
  - **Sync information**: View details about the sync process.
  - **Settings**: Choose whether to sync data only when the device is connected to a Wi-Fi network, receive push notifications, or remove your Samsung account.
  - **FAQ**: Go to the Customer Support website for Samsung Cloud information.
  - **Contact us**: Go to the Customer Support website and submit an question online.

Accounts Settings

Add and manage all your email, social networking, and picture and video sharing accounts.

Set Up a New Account

1. From home, tap **Apps** > **Settings**.
2. Tap **Cloud and accounts**.
3. Tap **Add account**.
4. Tap an account type and then follow the prompts to add the required account information.

Manage Existing Accounts

1. From home, tap **Apps** > **Settings**.
2. Tap **Cloud and accounts**.
3. Tap the account type to see the existing accounts.
4. View and configure your account settings as desired.

Backup and Restore

Your phone's Backup and restore menu lets you back up your phone's data and settings to Google servers before resetting your phone to the original factory settings. The Factory data reset erases all data from the phone's application storage, including:

- Your Samsung account
- Your Google Account
- All other email and social networking accounts
- System and application data and settings
- Downloaded applications

Performing a factory data reset erases all data on the phone. It is recommended that you back up important data before performing a factory data reset.

Erased information cannot be restored. Only erase data after you are sure you have saved everything you need.

Access Backup and Restore Options

1. From home, tap **Apps** > **Settings** > **Cloud and accounts**.
2. Tap **Backup and restore**.
3. Set options.

Samsung Account Backup Settings

Enable backup of your information to your Samsung account.

1. From home, tap **Apps** > **Settings** > **Cloud and accounts**.
2. Tap **Backup and restore**.
3. Configure these options under the Samsung account heading:
   - **Back up my data**: Enable back up of your phone log, messages and more through your Samsung account.
   - **Restore**: Use your Samsung account to restore your backup data.

Google Account Backup Settings

Enable backup of your information to Google servers.

1. From home, tap **Apps** > **Settings** > **Cloud and accounts**.
2. Tap **Backup and restore**.
3. Configure these options under the Google account heading:
   - **Back up my data**: Enable back up of application data, Wi-Fi passwords, and other settings to Google servers.
   - **Backup account**: Select a Google Account to be used as your backup account.
   - **Automatic restore**: Enable automatic restoration of settings from Google servers. When enabled, backed-up settings are restored when you reinstall an application.

Google Settings

Configure your device's Google settings.

To customize your Google settings:

1. From home, tap **Apps** > **Settings** > **Google**.
2. Tap **Backup and restore**.
3. Select an option to customize:
   - **Location**: Configure your Google location settings.
   - **Security**: Configure the Android Device Manager and apps security settings.
   - **Set up nearby device**: Set up another device using Wi-Fi and Bluetooth.
   - **Restore contacts**: Restore contacts from your Google Account.
   - **Ads**: Configure your Google advertising profile.

- **App preview messages**: Receive and reply to messages sent from messaging apps that are not installed on your device.
- **Google Cast**: Configure your Google Cast settings.
- **Nearby**: Use your device's sensors to connect with nearby devices.
- **Search**: Configure your Google search settings.

Note: These options may change if you are signed in to your Google Account.

Accessibility

Accessibility services are special features that make using the device easier for those with certain physical disabilities.

For more information about Accessibility for Samsung products, please contact us at accessibility@sea.samsung.com.

Vision

Your phone offers many features to assist users who are blind or low-vision.

1. From home, tap **Apps** > **Settings** > **Accessibility**.
2. Tap **Vision** to configure options:
   - **Voice Assistant**: Enable the Voice Assistant feature and configure options. When Voice Assistant is on, your phone speaks descriptions of items you tap or activate on your phone, to help blind and low-vision users. When Voice Assistant is turned on, you may need to use a double-tap to select items, because a single tap is used to trigger Voice Assistant.
   - **Voice Assistant help**: View tutorials on using Voice Assistant.
   - **Dark screen**: Keeps your phone's screen turned off at all times. When Dark screen is enabled, double-press the Power/Lock key to turn it on or off while using your phone.
   - **Rapid key input**: Release your finger to enter a selection, instead of double-tapping it. By default, when you have Voice Assistant turned on, you must double-tap items on the screen to select them. If you turn on Rapid key input, you can tap and release your finger to select and item instead of double-tapping.
   - **Speak passwords**: The phone reads out characters entered in password fields. Use caution with this feature, because others near you will be able to hear your passwords.
   - **Accessibility shortcut**: Quickly turns on accessibility features by pressing and holding the Power/Lock key until you hear a sound or feel a vibration, and then pressing and holding with two fingers until you hear an audio confirmation.
   - **Screen zoom and font**: Choose the zoom level, font style, and text size for your phone's screens.

- **High contrast fonts**: Adjust the color and outline of fonts to increase the contrast with the background.
- **High contrast keyboard**: Adjust the size of the Samsung keyboard and change its colors to increase the contrast between the keys and the background.
- **Show button shapes**: Show buttons with shaded backgrounds to make them stand out.
- **Magnifier window**: Magnify content shown on the screen.
- **Magnification gestures**: Control zoom and pan options with specific gestures such as triple-tapping, double pinching, and dragging two fingers across the screen.
- **Large mouse/touchpad pointer**: Enable a large pointer when connecting a mouse or touchpad.
- **Color inversion**: Screen colors are inverted.
- **Color correction**: Adjusts the color of the screen if you have difficulty reading the screen because of the color. Follow the prompts to fine-tune screen colors.

Hearing

Your phone offers many features to assist users who are deaf or hearing-impaired.

1. From home, tap **Apps** > **Settings** > **Accessibility**.
2. Tap **Hearing** to configure options:
   - **Flash notification**: Flash the camera light when you receive notifications or when alarms sound. Turn the device over to stop the flashing.
   - **Turn off all sounds**: Sounds made by the phone during taps, selections, notifications, are muted.
   - **Hearing aids**: Automatically adjusts to attempt to improve the sound quality for use with hearing aids.

- **Samsung subtitles (CC)**: Displays Samsung subtitles where available. Tap **On/Off** to turn the option on or off, and then configure options.
- **Google subtitles (CC)**: Displays Google subtitles where available. Tap **On/Off** to turn the option on or off, and then configure options like Language, Text size, and Caption style.
- **Left/right sound balance**: Adjust the sound sent to the left and right when using earphones.
- **Mono audio**: Enable or disable the compression of stereo audio into a single mono audio stream for use with a single earphone.

Dexterity and Interaction Settings

Your phone offers many features to improve accessibility related to the way you interact with touch and movement.

1. From home, tap **Apps** > **Settings** > **Accessibility**.
2. Tap **Dexterity** and interaction to configure options:
   - **Universal switch**: Use customizable switches to interact with your phone and to select items on the screen. Set your personal interaction method by connecting external accessories, tapping the screen, or using the front camera to detect the rotation of your head, the opening of your mouth, and the blinking of your eyes.
   - **Assistant menu**: Assistant menu can improve phone accessibility by providing quick access to important functions. A shortcut appears on all screens to give you access to the Assistant menu. Tap **Assistant menu** to configure options:
     - Tap **On/Off** beside Assistant menu to turn the feature on or off. When you turn on Assistant menu, Single tap mode is also enabled.
     - **Edit**: Re-order or remove items from the Assistant menu.

- **Assistant plus**: When turned on, Assistant plus displays contextual menu options for some apps in Assistant menu. Not all apps support this option. Tap **Assistant plus**, and then tap **On/Off** to turn the option on or off. After you turn on Assistant plus, enable or disable apps to use with Assistant plus.
- **Touchpad size**: Choose a size for touchpads for use in your phone's screens.
- **Cursor size**: Choose the size of cursors, to display on the screen.
- **Cursor speed**: Choose a speed for cursor blinks.
- **Zoom percentage**: Choose a zoom level for the magnifier window.
- **Magnifier size**: Choose a size for the magnifier window.

- **Press and hold delay**: Choose how long your phone waits during a touch and hold gesture on the screen, before continuing with the touch and hold action.
- **Auto click after pointer stops**: Enable automatic selection when the pointer is stopped over a feature. You can also configure the delay time.
- **Interaction control**: Control how your phone interprets motions and screen touches. To turn Interaction control on or off at any time, press and hold the Home key and the down Volume key at the same time. When Interaction control is on, you can use motions to control your phone, and screen timeout is turned on. You can also block areas of the screen from touch interaction. Automatic screen rotation and hard-key functions (Power/Lock key, Volume key, etc.) will be turned off, and app notifications will only be shown in the notification panel and status bar.

Configure Other Accessibility Settings

Your phone offers many features to improve phone accessibility.

1. From home, tap **Apps** > **Settings** > **Accessibility**.
2. Configure additional accessibility options:
   - **Text-to-speech**: Configure options for converting text to speech.
   - **Direct access**: Access common accessibility settings from any screen by pressing the Home key rapidly 3 times in a row.
   - **Notification reminder**: Phone beeps at set intervals to remind you of unread notifications.
   - **Answering and ending calls**: Select options for answering and ending calls.
     - **By pressing Home key**: Answer calls by pressing the Home key.
     - **By pressing Power key**: End calls by pressing the Power/Lock key.
   - **Single tap mode**: When enabled, you can use a single tap to dismiss or snooze alarms, notifications and alerts, and answer or reject calls.

Accessibility Services

Additional accessibility apps may be downloaded from the Google Play store.

1. From home, tap **Apps** > **Settings** > **Accessibility**.
2. Additional accessibility services you have installed are displayed under the **Services** heading.

Other Settings

Configure features on your device that make it easier to use.

Help

View tips and help information about using your phone.

► From home, tap **Apps** > **Settings** > **Help**.

One-Handed Mode

Adjust the screen size and layout for easy control of your device with one hand.

1. From home, tap **Apps** > **Settings** > **Advanced features**.
2. Tap **One-handed mode**.
3. Tap **On/Off** to enable or disable One-handed operation.
4. Choose to reduce screen size by using one of the following:
   - **Gesture**: Swipe up diagonally from either bottom corner.
   - **Button**: Press the Home key three times in quick succession.
5. Tap **Show keys on screen** to show the Home, Back, and Recents (Recent Apps) keys on the screen.

Transfer Files Between Your Phone and a Computer

You can use the supplied USB cable to connect your phone directly to your computer and transfer music, pictures, and other content files.

For example, if you have a music album stored on your computer that you want to listen to on your phone with any of the music apps, just attach your phone to the computer and copy the files to the music folder.

File Transfer Tips

- If you want to save data to an SD card on your phone, make sure the SD card is installed and active. See "Memory Card (SD Card)" on page 170.
- Avoid removing the SD card while transferring data.
- Data exchange may use the methods outlined below:
  - **Transferring media files**: Transfer files between your phone and PC such as pictures, videos, and music.
  - **Transferring images**: Transfer picture and video files between your phone and PC.
  - **Connecting MIDI devices**: Connect to MIDI-compatible devices.
  - **Charging**: Charge your device using a USB cable.

Transfer Files Between the Phone and a Computer

1. Connect your phone to your computer using the supplied USB/charging cable.
   - Insert the smaller end of the cable to the charger/accessory jack at the bottom of the phone.
   - Insert the USB end of the cable into an available USB port on your computer. You may need to remove the USB cable from the charging head to access it.
2. Pull down the status bar to display the notification panel. You will see either **Transferring media files via USB**, **Transferring images via USB**, **Connecting MIDI devices via USB**, or **Charging via USB**.
   - For most transfers, you will want to use **Transferring media files via USB**.
   - To change the option, tap it in the notification panel to open the Use USB for window, and then tap the desired option.

3. On your computer, navigate to the detected device (such as through the My Computer menu) and open it.
4. If available, select a drive (**Card** for SD card, **Phone** for internal phone storage).
5. Select a folder (for example, **Music** for songs and albums) and copy files to it from your computer.
6. When you are done, disconnect your phone from your computer.

About Device

The About device menu lets you access important phone information, search for and apply updates, and view legal and safety information.

About Device Overview

The following About device items may be reviewed or set:

- **My phone number**: View your device's phone number.
- **Software version**: View your current software version.
- **Hardware version**: View your hardware version.
- **Status**: Check your phone's status.
  - Battery status and level
  - SIM card status (network, signal strength, mobile network type, service state, roaming, and mobile network state)
  - IMEI information (MIN, PRL version, MEID, IMEI, IMEISV, and ICCID)
  - Brand
  - Username

- IP address
- Wi-Fi MAC address
- Bluetooth address
- Up time
- Device status

- **Legal information**: Review various types of important legal information, including Open source licenses, Google legal, System WebView licenses, Samsung legal, and the Privacy Alert.
- **Device name**: Change the name of your device (other devices see this name when using Mobile hotspot or Bluetooth).
- **Model number**: Check the phone's model number.
- **Android version**: Check the Android version number.
- **Android security patch level**: Check the Android security patch level.
- **Android security patch level**: Check the Android security patch level.
- **Baseband version**: Check the phone's baseband version.
- **Kernel version**: Check the phone's kernel version.
- **Build number**: Check the current phone build number.
- **SE for Android status**: Check the phone's SE for Android status.
- **Security software version**: Check the phone's security software version.
- **Knox version**: Check the current Knox version

Access About Device Options

1. From home, tap **Apps** > **Settings**.
2. Tap **About device**.
3. Select or view available options.

Getting Help

Additional resources
for your device.

Videos

samsung.com/spsn

Simulators

samsungsimulator.com

Tips

samsung.com/us/support/tips/galaxy

Samsung Support

samsung.com/us/support

For Assistance

The following topics address areas of support for your phone, including troubleshooting, specifications, account information, warranty information, and customer service contact information.

Troubleshooting

Check the questions and answers below for troubleshooting solutions for common phone issues.

Check Here First

- **Problem**: Phone freezes/operation is unstable.
  - **Solution**: Turn the phone on again. If you are unable to turn the phone off, remove and replace the Battery, and then turn the phone on again. Data that was being edited is erased after your phone is powered on again.

Problem: Operation is unstable after a new application was installed.

Solution: The newly installed application may be the cause. Uninstall the application in Safe mode. See "Uninstall or Disable Apps" on page 43 for more information about uninstalling apps.

To turn the phone on in Safe mode:

- Press and hold the **Power/Lock** key > touch and hold **Power off**, read the disclaimer for safe mode, and then tap **OK**.
  - After turning the phone on in Safe mode, "Safe Mode" appears at lower left.
  - After restarting in Safe mode, your phone can be powered on as usual.
  - Before turning the phone on in Safe mode, it is recommended that you back up important data.
  - By powering the phone on in Safe mode, added widgets may be deleted.

Problem: Cannot use phone, mail, or Internet.

Solution 1: Check whether you are where signal is weak or out of service area.

Solution 2: Power the phone on again.

Solution 3: Is the phone in Airplane mode? To check that Airplane mode is canceled:

- From home, tap **Apps** > **Settings** > **Connections** > **Airplane mode**.

Solution 4: Is data communication disabled? To check that data communication is enabled:

- From home, tap **Apps** > **Settings** > **Connections** > **Data usage** > **Mobile data**.

Solution 5: Is a disabled access point set? To reset to initial settings:

- From home, tap **Apps** > **Settings** > **Connections** > **Mobile networks** > **Access Point Names** > **More options** > **Reset to default**.

Problem: Battery level goes down quickly.

Solution: Are you where signal is weak or have been out of service area for a long period? Calling where signal is weak or being out of service area uses a lot of Battery.

Problem: Cannot install applications.

Solution: Applications cannot be installed with only a little free space on the phone or SD card. To check free space, see "Storage" on page 170. Applications not supported by your phone cannot be installed.

Problem: Cannot unlock screen.

Solution: Power the phone on again. If you are unable to turn the phone off, remove and replace the Battery, and then power the phone on again. Data that was being edited is erased after the phone is powered on again.

Virgin Mobile Account Information and Help

Find out about managing your account online and on your phone, buying additional minutes for your plan, and getting help.

For more information about your Virgin Mobile account, as well as other Virgin Mobile services, visit us at: virginmobileusa.com.

Manage Your Account

Access information about your account. You can:

- Check your minutes.
- Add money (Top-Up).
- Changes plans.
- And more!

Access your account from the special My Account app.

► From home, tap **Apps** > **My Account**.

Top-Up Your Account

Sign up for Auto Pay to keep your service working month after month. Or, you can buy Top-Up cards at thousands of retailers and add money to your account from your phone or by logging in at virginmobileusa.com.

Auto Pay

Auto Pay is the easiest way to keep your service working. Once you register your credit card, debit card or PayPal account, you can set it to automatically pay your monthly plan. Then you can keep emailing, IMing, Tweeting with Twitter, surfing, and talking with no interruptions. Set up Auto Pay anytime by logging into My Account at virginmobileusa.com, and adjusting your payment settings.

► From home, tap **Apps** > **My Account**.

– or –

From home, tap **Phone**, and then Dial *** 7 2 9**.

Legal

View legal information for your device.

Legal Information

Important legal information can be accessed in writing, on the mobile device, or at: samsung.com

READ THIS INFORMATION BEFORE USING YOUR MOBILE DEVICE.

Samsung Limited Warranty - This product is covered under the applicable Samsung Limited Warranty **INCLUDING THE DISPUTE RESOLUTION PROCEDURE FOR WARRANTY AND OTHER CLAIMS, and your right to opt out of arbitration within 30 calendar days of the first consumer purchase**. **You may opt out by either sending an email to** optout@sea.samsung.com **with the subject line "Arbitration Opt Out" or by calling 1-800-SAMSUNG (726-7864)**. For more detailed procedures, please refer to the "Dispute Resolution Procedures and Arbitration and Opt Out" section of the Limited Warranty.

Health & Safety and Warranty

Full written terms and detailed information about the warranty and obtaining service are available on the device at: **Settings** › **About device** › **Legal information** › **Samsung legal**.

You may also access the online version for your device at:

PHONE

English: samsung.com/us/Legal/Phone-HSGuide

Spanish: samsung.com/us/Legal/Phone-HSGuide-SP

TABLET

English: samsung.com/us/Legal/Tablet-HSGuide

Spanish: samsung.com/us/Legal/Tablet-HSGuide-SP

End User License Agreement for Software (EULA)

The online version of the End User License Agreement (EULA) for your device can be found online at: samsung.com/us/Legal/SamsungLegal-EULA4

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Using custom OS software may cause your device and applications to work improperly. Your carrier may not permit users to download certain software, such as custom OS.

Samsung Knox

Samsung Knox is Samsung's security platform and is a mark for a Samsung device tested for security with enterprise use in mind. Additional licensing fee may be required. For more information about Knox, please refer to: samsung.com/us/knox

Restricting Children's Access to Your Mobile Device

Your device is not a toy. Do not allow children to play with it because they could hurt themselves and others, damage the device, or make calls that increase your device bill. Keep the device and all its parts and accessories out of the reach of small children.

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Internet: samsung.com

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Some multimedia (audio/video) files contain Digital Rights Management (DRM) technology to verify you have the right to use the files. Preloaded apps on your device may not be compatible with DRM-protected files.

Screen images are simulated. Appearance of device may vary.

The actual available capacity of the internal memory is less than the specified capacity because the operating system and default applications occupy part of the memory. The available capacity may change when you upgrade the device.